



TELEPHONE MAN OF AMERICA

Earning Your Business Every Step of the Way!

Specializing in Telecom Equipment of all Brands, Carrier Services, Technician Services, Maintenance Agreements & Purchasing Excess Telecom Equipment!

I will always do my best to match or beat any competitors bid!

| Local: 863-614-1900 | Toll Free: 866-770-4930 | Fax: 888-782-3072 |

Email: telephoneman@telephonemanofamerica.com |

URL: www.TelephonemanOfAmerica.com | URL: www.AvayaPartnerAcs.com | URL: www.SkypeMyPBX.com |

URL: www.shop.telephonemanofamerica.com |

Lower Your Business Telephone Bill with Skype on your PBX/Phone System!!

Actiontec VoSKY Exchange Skype Gateways connect your PBX Phones to SKYPE!!

Make unlimited calls for only \$1.97/mo per line on your CURRENT business PBX/Phone system!!

Your Ultimate Gateway to Skype...

VoSKY Exchange Pro VISIP-EX

User Manual

Version 1.0

How to Use This Manual

Conventions

To make sure that you perform certain operations properly, take note of the following symbols used throughout this manual:



Note: Tips and additional information to help you complete an operation.



Warning: Reminders on actions or configurations that should be avoided.



Example: Examples to help you complete an operation.



In dialing scheme, indicates a pause.



In dialing scheme, indicate continuous dialing.

Typography

Bold: menus and menu commands, command buttons, tabs, options, and service or process names.

Italics: References to other documentation.

The first time you use Exchange Pro VISIP-EX, we recommend reading this manual in the following sequence:

- **Section 2: Installation**

This section lists the PBX and Exchange Pro VISIP-EX setup procedures.

- **Section 3.1.4: Launching Skype Accounts**

This section describes Skype accounts' launch.

- **Section 3.1.8: Setting up SIP**

This section describes SIP settings.

- **Section 3.1.9: Setting up SIP Trunk**

This section describes SIP Trunk settings.

- **Section 3.2.3: Phonebook**

This section describes Phonebook settings.

- **Section 4: Dialing Scheme**

This section describes the different dialing schemes of Exchange Pro VISIP-EX and how to make calls.

Table of Contents

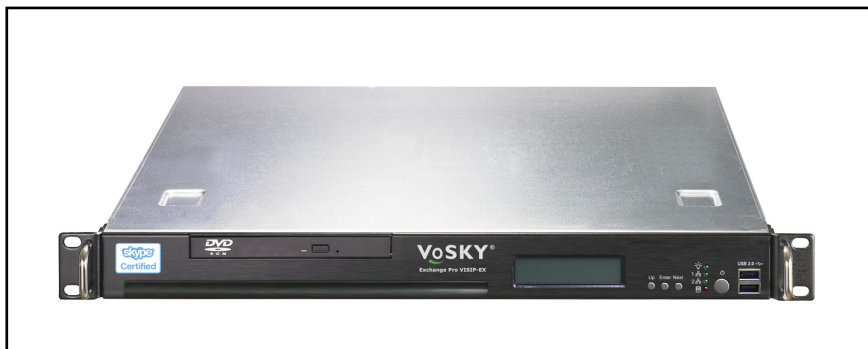
1. Introduction.....	1
1.1 Package Contents	3
1.2 System Overview	3
1.2.1 Front View	3
1.2.2 Rear View	5
1.3 Features.....	8
1.4 Supported Skype Service	8
2. Installation.....	10
2.1 Before You Begin	10
2.2 Configuring the IP-PBX.....	10
2.3 Connecting Exchange Pro VISIP-EX to the Network.....	11
2.4 Rack Mounting	13
2.4.1 Chassis Ears	13
2.4.2 Chassis Rails.....	13
2.4.3 Installing Chassis on the Rack	14
2.4.4 Removing Chassis From the Rack.....	15
2.5 Setting up the Network	17
3. Settings	20
3.1 Exchange Pro VISIP-EX Settings	20
3.1.1 Activating VISIP-EX.....	21
3.1.2 Configuration Wizard.....	21
3.1.2.1 SkypeOut Settings	21
3.1.2.2 SkypeOut Call Availability	25
3.1.2.3 Dialing Scheme.....	26
3.1.2.4 Administrator' s Settings	27
3.1.3 Activating VISIP Capacity Key.....	29
3.1.4 Launching Skype Accounts	31

3.1.4.1 Rapid Launch.....	32
3.1.4.2 File Imported.....	33
3.1.5 Skype Credit Low Balance Notification	36
3.1.6 Changing Skype' s Password.....	37
3.1.7 Viewing Skype Status	39
3.1.8 Setting up SIP	40
3.1.8.1 Generic	40
3.1.8.2 Codec Setting	41
3.1.8.3 Inbound Caller ID.....	41
3.1.9 Setting up SIP Trunk	42
3.1.9.1 Adding A SIP Trunk	43
3.1.10 Request Support	44
3.1.11 Shutdown or Reboot VISIP-EX	45
3.1.12 Updating VISIP-EX	45
3.2 VISIP-EX Web Console Settings	45
3.2.1 Options.....	46
3.2.1.1 Modifying Dialing Scheme	47
3.2.1.2 Enabling VoSKY Smart Dialing	50
3.2.1.3 Enabling Special SkypeOut Service	52
3.2.1.4 Modifying SkypeOut Settings and Call Availability....	52
3.2.2 Users	53
3.2.2.1 Adding Users	53
3.2.2.2 Modifying User Information.....	55
3.2.3 Phonebook	56
3.2.3.1 Adding Public Contacts	56
3.2.3.2 Modifying Public Contacts	58
3.2.4 Call Log	59
3.2.5 Statistics.....	61
3.3 Backup and Restore	62
3.3.1 Backup	62
3.3.2 Restore.....	63
3.4 Normal User.....	64

3.4.1 Adding Private Contact.....	65
3.4.2 Modifying a User Profile	67
4. Dialing Scheme	68
4.1 Making Skype Calls	68
4.1.1 Dialing the speed-dial key under public contact.....	68
4.1.2 Dialing the speed-dial key under private contact	69
4.2 Making SkypeOut Calls	69
4.2.1 VoSKY Smart Dialing	70
4.2.1.1 Special SkypeOut Smart Dialing.....	73
4.2.2 Regular Dialing.....	73
4.2.2.1 SkypeOut Direct Dial	74
4.2.2.2 SkypeOut Direct Dial with PIN	74
4.2.2.3 SkypeOut Call Using Speed-Dial Key	75
4.2.2.4 SkypeOut Call Using Speed-Dial Key and Password..	75
4.3 Receiving Skype Calls	76
4.4 Allowing Skype Users to Call Exchange Pro VISIP-EX ...	77
5. Disaster Recovery	78
Appendix A Setting up the BIOS	A-1
Appendix B LCD Panel Operations	B-1
Appendix C Glossary of Terms	C-1
Appendix D PPPoE Connection	D-1
Appendix E FAQ	E-1
Appendix F Limited Warranty	F-1

1. Introduction

VoSKY breaks through another technological barrier with the VoSKY Exchange Pro VISIP-EX, providing a Skype-certified solution for virtually every type of PBX equipment. With this rack-mountable, business-class, PBX gateway for Skype, small- and medium-sized businesses (SMBs) can finally take advantage of the largest free VoIP network in the world to connect, communicate, and collaborate with employees, customers, and partners.



VoSKY Exchange Pro VISIP-EX

Exchange Pro VISIP-EX differs from our current Windows-based devices in the market. Using Linux as the operating system, this stable and secure platform provides enhanced voice quality while greatly improving efficiency. Exchange Pro VISIP-EX provides enterprises with an integrated solution of SIP with Skype. Exchange Pro VISIP-EX doesn't affect the existing dialing scheme of Internet calls. Just create a Company Skype ID on Exchange for Skype users to call and Exchange will integrate the call into the current IP-PBX system. VoSKY Exchange Pro VISIP-EX brings Skype Internet calls to an office environment and seamlessly bridges the existing IP-PBX to the Skype network to provide inexpensive long distance and international calls. Extensions can dial or receive Skype calls, whether from Skype calls to SIP extensions, or SIP extensions to the Skype calls. You can manage Skype / SIP communications network easily and reduce costs.

Exchange Pro VISIP-EX includes a unique set of features that separate it from the competition in the VoIP market. There is no need to install any software. Just connect it to the PBX, power it on, and begin using it.

Rack Mountable: The VoSKY Exchange Pro VISIP-EX is a stand alone, rack-mountable SIP gateway that does not require a PC. This plug&play appliance seamlessly integrates with any existing PBX through an IP interface to add up to 18-30 lines to Skype. Calls to other Skype users are free, while calls to non-Skype users are charged at low-cost SkypeOut rates.

Phonebook: Public Contacts and Private Contacts. As an administrator, you can create and manage Public Contacts as well as view the Private Contacts information of a normal user. As a normal user, you can create and manage Private Contacts as well as view the Public Contacts information.

Web Management: Supports Web Remote management, as an administrator, you can view the Skype status and set up the Exchange Pro VISIP-EX through web login.

Call Log: Contains all details of a call, including date, caller, callee, call destination, call type, call duration, rate per minute, total call charges and connection fee. With Call Log, you can query the telephone number or Skype ID of the caller and/or callee. Exchange Pro VISIP-EX can even detect the call rate of SkypeOut when using Skype2.5 or above and calculates each call's total cost. The administrator can get a quick look at recent call traffic by reviewing the graph of the total calls per day and review a detailed call record through the Call Log.

Company Skype ID: VoSKY Exchange Pro VISIP-EX provides 18 Skype accounts. Choose one as your Company Skype ID (we recommend using the Skype ID of the first port). This mechanism is compatible with calls initiated by both Skype 2.x and 3.x. The Company Skype ID is used as the primary Skype contact to be called by remote Skype users into your Exchange to reach your phone system.

VoSKY Smart Dialing: With VoSKY Smart Dialing, you can make SkypeOut calls using a simpler dialing format without the need to dial the country code.

1.1 Package Contents

- Exchange Pro VISIP-EX * 1
- Power cable * 1
- Recovery DVD * 1
- User Manual * 1
- Quick Start Guide * 1
- Rack mount ear * 2
- Chassis rail * 2
- Screw Accessories * 1



Note: If any of the above items is damaged or missing, contact your reseller.

1.2 System Overview

1.2.1 Front View



- | | |
|----------------------|-----------------------|
| ① LCD Front Panel | ④ Power Button |
| ② Slim DVD-ROM Drive | ⑤ USB Ports |
| ③ LED Indicators | ⑥ LCD Control Buttons |

Power Button

This main power button is used to turn on or off the system.

Power Indicator

This indicator shows the power status of the system. It glows when the main power is turned on.

LAN Status Indicators

These two LED indicators flash to show the activity status on LAN1 and LAN2.

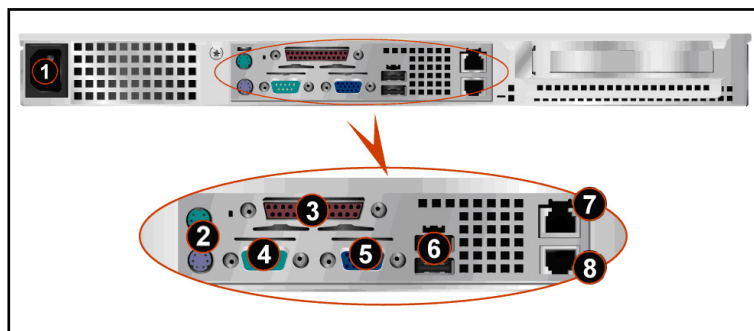
Hard Disk Drive In-use Indicator

This indicator shows the activity status of the hard disk drive. It flashes when the system is accessing data on the hard disk.

❖ Front I/O LEDs

Icon	LED	Color	State	Description
	Power/Sleep	Green	On	Legacy power on/ACPI S0 state
			Blink(~1/sec)	Sleep/ACPI S1 state
		Off	Off	Power off/ACPI S4, S5 state
	HDD Activity	Amber	Random blink	HDD access activity
		Off	Off	No disk activity
	LAN1/LAN2 Activity	Green	On	LAN link
		Green	Blink	LAN access activity

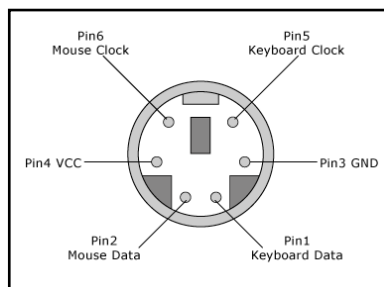
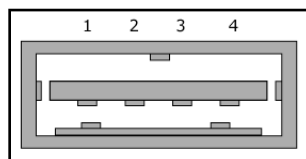
1.2.2 Rear View



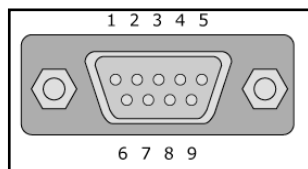
- | | |
|--------------------------|--------------------------|
| ① AC Power Connector | ② PS/2 Mouse/Keyboard |
| ③ Parallel Port | ④ Serial Port |
| ⑤ VGA Port | ⑥ VGA Port |
| ⑦ Gigabit LAN Jack(eth1) | ⑧ Gigabit LAN Jack(eth0) |

❖ Rear I/O LEDs

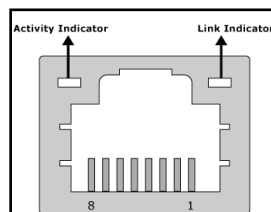
LED	Color	State	Description
RJ45 NIC 1/2 Linkage	Green	On	LAN linked
	Green	Blinking	LAN accessing
	Off	Off	No LAN linked
RJ45 NIC 1/2 Access	Amber	On	Gigabit mode access
	Green	On	100M mode access
	Off	Off	10M mode access

Mouse/Keyboard Connector**USB Port**

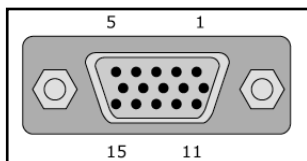
PIN	Signal
1	VCC
2	-Data
3	+Data
4	GND

Serial Port

PIN	Signal
1	DCD
2	SIN
3	SOUT
4	DTR
5	GND
6	DSR
7	RTS
8	CTS
9	RI

Gigabit LAN Jack

PIN	Signal	Description
1	D0P	Differential Pair 0+
2	D0N	Differential Pair 0-
3	D1P	Differential Pair 1+
4	D2P	Differential Pair 2+
5	D2N	Differential Pair 2-
6	D1N	Differential Pair 1-
7	D3P	Differential Pair 3+
8	D3N	Differential Pair 3-

VGA Port

PIN	Signal
1	RED
2	GREEN
3	BLUE
4	N/C
5	GND
6	GND
7	GND
8	GND
9	+5V
10	GND
11	N/C
12	SDA
13	Horizontal Sync
14	Vertical Sync
15	SCL

1.3 Features

- Supports Skype for Linux
- 1U rack-mountable solution
- Supports up to 30 Skype /SkypeOut lines on one system
- Supports Skype to Skype Call, SkypeOut Call, SkypeWeb, SkypeIn + Skype Unlimited
- More flexible Company Skype ID system
- Complies with Skype dialing format
- Delivers Skype functionality into enterprise extension system
- Supports Skype/SkypeOut speed-dial
- Provides up to two-segment 16-digital speed dialing codes for Skype or SkypeOut calls
- Personal Phonebook allows each user to create and manage their own contact list
- Notifications for troubleshooting errors and for SkypeOut credit low-balance warning
- Call Log for inbound and outbound calls
- VoSKY Smart Dialing for any Skype client
- Plug&Play, easy using installation process
- Recovery DVD restores system to default settings

1.4 Supported Skype Service

Skype is the world's largest free VoIP supplier, with over 200 million users. Skype offers free global telephony to make unlimited, superior quality voice calls via its next-generation peer-to-peer software.

Exchange Pro VISIP-EX supports Skype to Skype Call, SkypeOut Call, SkypeWeb, SkypeIn + Skype Unlimited.

Skype to Skype calls: free between Skype users anywhere in the world.

SkypeOut calls: allows you to place calls to regular telephones (landlines or

mobiles) all over the world for a small fee.

SkypeWeb: ideal for partners who want to be able to show their online status, so that your contacts can easily get back to you with Skype.

SkypeIn + Skype Unlimited: a personal number that lets you receive calls on Skype from anyone on an ordinary phone. SkypeIn is included with Skype Unlimited.

2. Installation

2.1 Before You Begin

- Make sure you meet all hardware requirements (Monitor, Keyboard, Mouse, Network cable).
- Make sure you have a dedicated broadband connection (uplink/downlink $\geq 1\text{Mbps}$) for VoSKY Exchange Pro VISIP-EX. This bandwidth is required just for Skype use.
- One free SIP trunk port with Auto-Attendant capability.
- Make sure you have created 18 Skype accounts with a recommended sequential naming convention, such as “Prefix1- Prefix18”. If the Skype accounts are random, please use the import account file method to launch the Skype accounts.

2.2 Configuring the IP-PBX

1. Before configuring the IP-PBX, add a SIP Trunk for the IP-PBX to access the Exchange Pro VISIP-EX. That is, create a new trunk and specify a username and password for that trunk (refer to Section 3.1.9.1 - “Adding A SIP Trunk”).
2. Create a corresponding SIP Server with above username and password in the IP-PBX.
3. Assign a SIP Trunk number (must be different from any existing hunting group numbers) for the SIP trunk of your IP-PBX and record this number, for instance 9.
4. The parameters of the IP-PBX vary with the different brands. The following is a list of parameters which are needed for proper configuration:

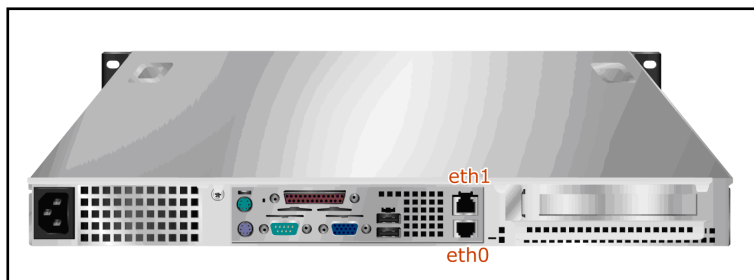
Parameters	Comments
SIP Register Server	Exchange Pro VISIP-EX's IP Address
SIP Username	SIP Trunk's Username in Exchange Pro VISIP-EX
SIP Password	SIP Trunk's password in Exchange Pro VISIP-EX
SIP Expiration time	Inform server the valid duration of the registration information
SIP local port	SIP Port in Exchange Pro VISIP-EX (default: 5060)
SIP DTMF Mode	The DTMF Relay Mode in Exchange Pro VISIP-EX: SIP INFO and RFC2833
RFC2833 Pay Load Type	Default: 101 or 96 (101 is recommended)
G.711-A	Default: 20ms
G.711-U	Default: 20ms
GSM	Default: 20ms

2.3 Connecting Exchange Pro VISIP-EX to the Network

Exchange Pro VISIP-EX has two network connections:

- eth0: Communicate with Skype on the Internet
- eth1: Communicate with the IP-PBX under the same LAN(local area network)

We recommend you to use two network interfaces to balance the network flow. Each Skype call needs an average bandwidth of 80~130 Kbps.



Before the Exchange Pro VISIP-EX is connected to the network, check whether the current network connection is normal.

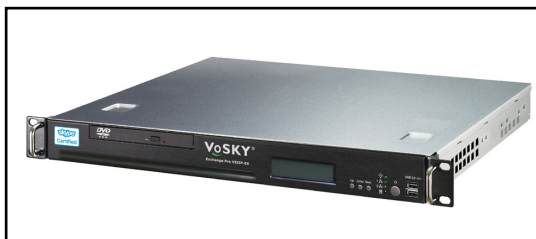
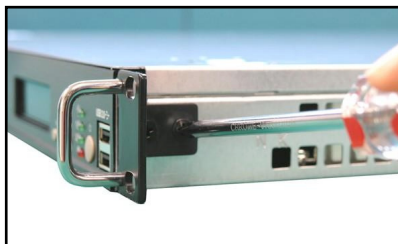
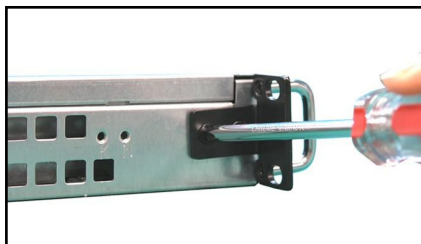
1. Connect the network cable to the WAN port (eth0) on Exchange Pro VISIP-EX's back panel, plug the other end of the cable to an IP-Sharing/Router.
2. Connect the LAN port (eth1) on Exchange Pro VISIP-EX's back panel to the Hub/Switch using another network cable. Make sure your Exchange Pro VISIP-EX and IP-PBX are in the same network.



2.4 Rack Mounting

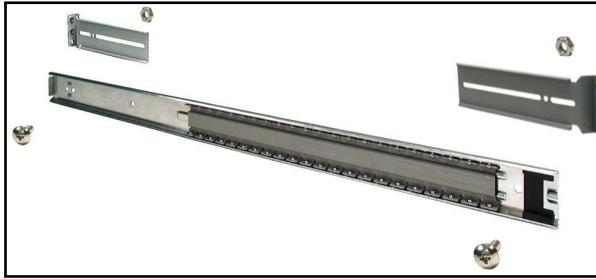
2.4.1 Chassis Ears

Screw the chassis ears to both sides of the chassis (as shown below).

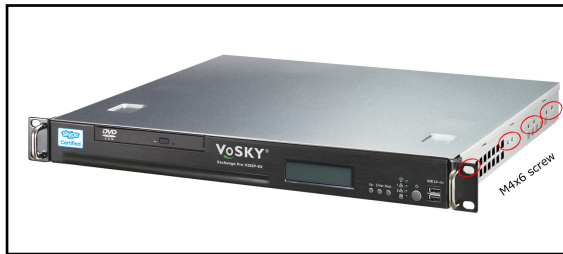


2.4.2 Chassis Rails

1. Attach the brackets (front and rear) onto the rails; the position of the rear bracket is adjustable.



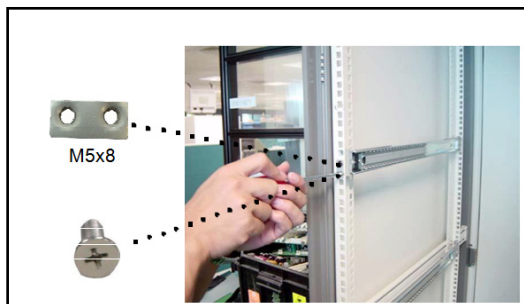
2. Screw the side rails to both sides of the chassis.



Note: The chassis rail is designed with a locking tab which can hold the system firmly to the rack, and lock the system halfway without sliding out of the rack rails.

2.4.3 Installing Chassis on the Rack

1. Screw the rails onto the rack.



2. To slide the system into the rack, first align the chassis rails with the rack rails and push the system backwards until the locking tab clicks.
3. Simultaneously press the locking tabs on both sides of the chassis rails and push the system into the rack. The system should slide easily into the rack.



4. Screw the system firmly to the rack.



2.4.4 Removing Chassis From the Rack

1. To slide the system off the rack, grab the system by its ears and gently pull it out.



2. The system will be locked halfway while being pulled out. Simultaneously pull on the locking tabs on both sides of the chassis rails to unlock.



3. Pull the system forwards. The system should slide easily off the rack rails.



Note: The chassis rail is designed with a locking tab which can hold the system firmly to the rack, and lock the system halfway without sliding out of the rack rails.

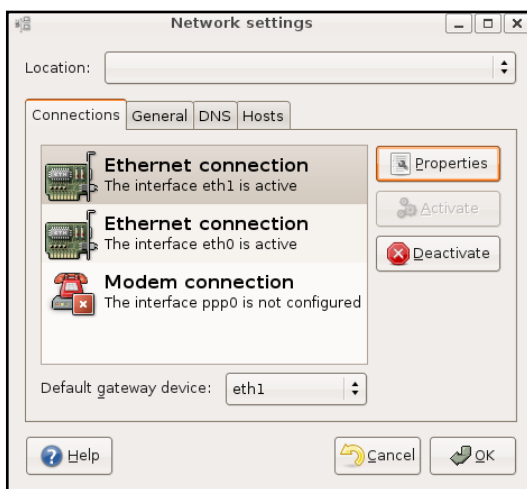
2.5 Setting up the Network

For security reasons, we recommend you set up the Exchange Pro VISIP-EX behind the NAT or firewall.

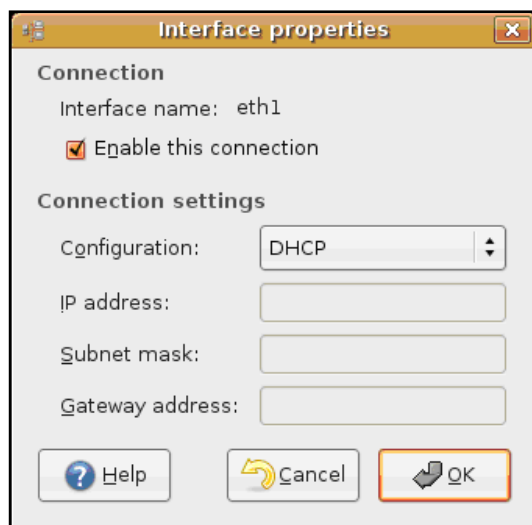
You can skip this section if your network is DHCP (VISIP-EX will get IP settings assigned automatically).

Here we show setting up eth1 as an example. Please set up eth0 using the same steps.

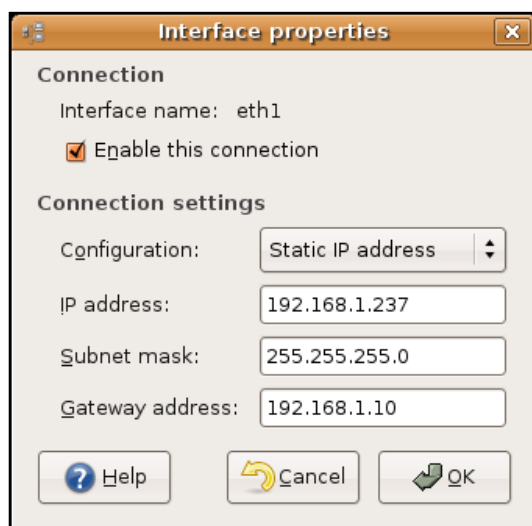
1. Click **System -> Administration -> Networking** to launch the Network settings. In the Connections section, select the interface eth1 and click the **Properties** button to configure the settings.



2. Choose a connection configuration type: DHCP or Static IP Address. You can get IP settings assigned automatically if your network supports this capability.



3. If you choose **Static IP Address** option, specify an IP address in the **IP address** field. Type the subnet mask number obtained from your network administrator or Internet service provider, and type the IP address for the default gateway that you want to add.



4. In the DNS section, type the new DNS IP address in the DNS text box and click the **Add** button. If you are not sure which IP addresses to use, check with your network administrator or Internet service provider.

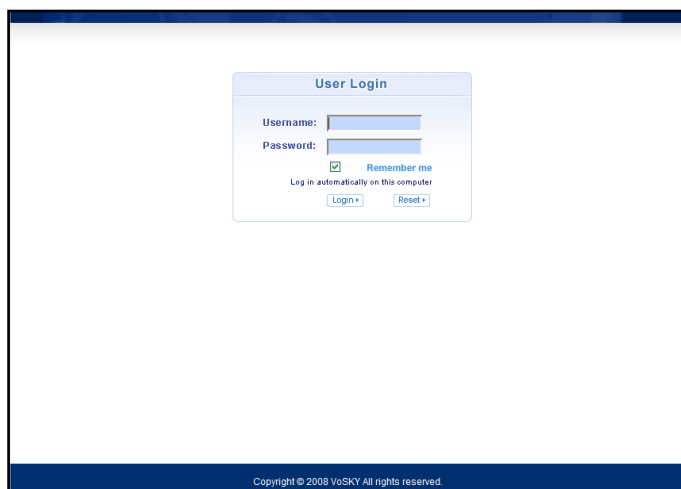


5. If the Exchange Pro VISIP-EX connects to the Internet through ADSL, please refer to appendix D - "PPPOE Connection" to create a PPPoE client connection.

3. Settings

3.1 Exchange Pro VISIP-EX Settings

Open your browser (default: <http://localhost:8080>). Enter the Username (default:admin) and Password (default: password) of the administrator in the login page. Select “Remember me” if you want to login automatically later. Click **Login** to enter the VoSKY Exchange Pro VISIP-EX Web Console.



The screenshot shows a web browser window displaying the 'User Login' page. The page has a blue header and footer. The main content area is white and contains a light blue login box. Inside the box, there are fields for 'Username:' and 'Password:', a 'Remember me' checkbox (checked), and 'Login' and 'Reset' buttons. The footer text reads 'Copyright © 2008 VoSKY All rights reserved.'

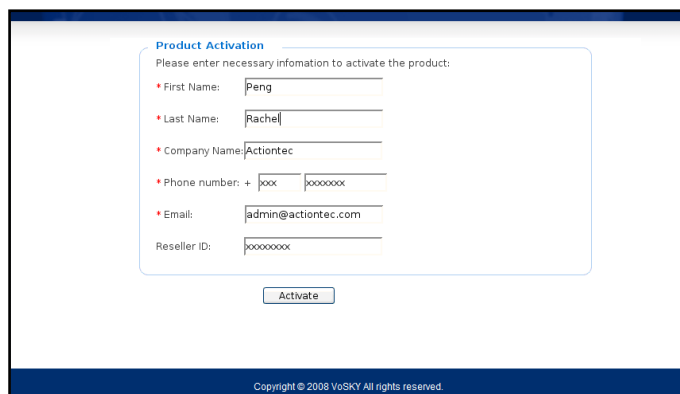


Note: For security reasons, change your administrator password after logging in.

3.1.1 Activating VISIP-EX

You only can obtain Exchange Pro VISIP-EX updates once it is activated. To activate:

1. Fill in the blanks as show below. Type the **First Name**, **Last Name**, **Company Name**, **Phone number** and **Email**. You can ask your reseller for the Reseller ID. Leave it blank if you don't have one. Click the **Activate** button to continue. Your confidential data will be saved safely.



Product Activation

Please enter necessary infomation to activate the product:

* First Name:

* Last Name:

* Company Name:

* Phone number: +

* Email:

Reseller ID:

Copyright © 2008 VoSKY All rights reserved.

2. After a successful activation, you will receive important updates as well as valuable reseller information.



Note: You only can obtain the Exchange Pro VISIP-EX's update once it is activated.

3.1.2 Configuration Wizard

3.1.2.1 SkypeOut Settings

The first time you login as an administrator, the configuration wizard will ask you several questions to configure the administrator account properly. You must select one of the following options for SkypeOut access.

1. **Yes** (If you select any option in the “Yes” section, the default value of “Allow to Dial SkypeOut” will be “Yes” in the “Add User” screen.)

- a. **Allow SkypeOut direct dial**

- i. All users can make SkypeOut calls directly (SkypeOut number)
- ii. All users can make SkypeOut calls by the Speed-dial key in the Public Contacts list (Speed-dial key)
- iii. Users are allowed to make SkypeOut calls by the Speed-dial key in the Private Contacts list (PIN+Speed-dial key)

- b. **Allow SkypeOut direct dial with PIN**

- i. All users can make SkypeOut calls by the Speed-dial key in the Public Contacts list (Speed-dial key)
- ii. Users are allowed to make SkypeOut calls by the Speed-dial key in the Private Contacts list (PIN+Speed-dial key)
- iii. Users are allowed to make SkypeOut calls if prefixed with their PIN (PIN+SkypeOut number)

- c. **Allow SkypeOut calls using speed-dial key only**

- i. All users can make SkypeOut calls by the Speed-dial key in the Public Contacts list (speed-dial key)
 - ii. Users are allowed to make SkypeOut calls by the Speed-dial key in the Private Contacts list (PIN+Speed-dial key)
- d. **Allow SkypeOut calls using speed-dial key and password**
- i. All users can make SkypeOut calls by the Speed-dial key in the Public Contacts list (speed-dial key)
 - ii. Users are allowed to make SkypeOut call by the Speed-dial key in the Private Contacts and password (PIN + Speed-dial key + * + password)

	SkypeOut number directly	PIN + SkypeOut number	PIN + Private Speed- dial key	PIN + Private Speed- dial key + * + password	Public Speed- Dial key
Allow SkypeOut direct dial	✓	X	✓	✓	✓
Allow SkypeOut direct dial with PIN	X	✓	✓	✓	✓
Allow SkypeOut calls using speed-dial key only	X	X	✓	✓	✓
Allow SkypeOut calls using speed-dial key and password	X	X	X	✓	✓

2. **No** (If you select any option under “No,” the default value of “Allow to Dial SkypeOut” will be “No” in the “Add User” screen.)
 - a. **Restrict SkypeOut direct dial with PIN**
 - i. All users can make SkypeOut calls by the Speed-dial key in the Public Contacts list (speed-dial key)
 - ii. Users are allowed to make SkypeOut calls by the Speed-dial key in the Private Contacts list (PIN+Speed-dial key)
 - iii. Users are allowed to make SkypeOut calls if prefixed with their PIN: (PIN+SkypeOut number)
 - b. **Restrict SkypeOut calls to designated users using speed-dial key**
 - i. All users can make SkypeOut calls by the Speed-dial key in the Public Contacts list (speed-dial key)
 - ii. Users are allowed to make SkypeOut calls by the speed-dial key in the Private Contacts list (PIN+speed-dial key)
 - c. **Restrict SkypeOut calls using speed-dial key and password**
 - i. All users can make SkypeOut calls by the speed-dial key in the Public Contacts list (speed-dial key)
 - ii. Users are allowed to make SkypeOut call by the speed-dial key in the Private Contacts and password (PIN + Speed-dial key + * + password)

	SkypeOut number directly	PIN + SkypeOut number	PIN + Private Speed-dial key	PIN + Private Speed-dial key + * + password	Public Speed-Dial key
Restrict SkypeOut direct dial with PIN	X	V	V	V	V
Restrict SkypeOut calls to designated users using speed-dial key	X	X	V	V	V
Restrict SkypeOut calls using speed- dial key and password	X	X	X	V	V

Please refer to the examples in section 4.2.2 - “Regular Dialing” to get a detailed explanation of the different options offered for SkypeOut Access.

Select the option best suited for your requirements, then click **Next**.

3.1.2.2 SkypeOut Call Availability

Configure the time period for SkypeOut functionality. If you don’t want to restrict SkypeOut dialing, select **Anytime**. If you want to customize the time period, select the time in the drop-down list, then click **New** to add a new item. When you finish configuring, click **Next**.

Select a Time to Allow SkypeOut Calls

☒ Anytime

☐ Customize allowable SkypeOut time period(s)

08:00 - 18:00 Days All NEW!

Back 1 2 3 4 5 Next

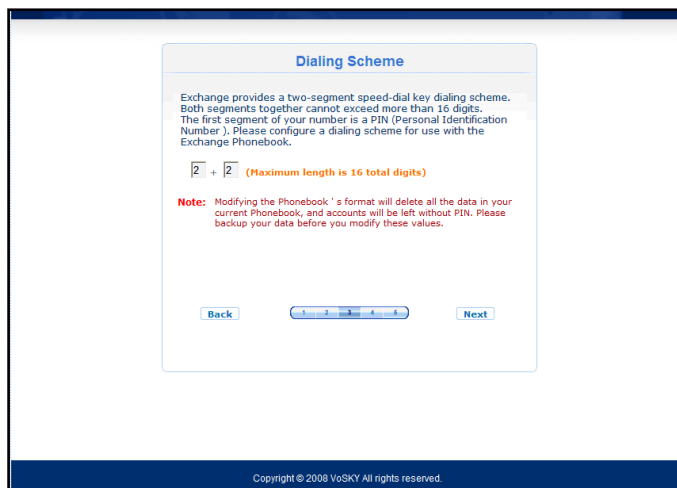
Copyright © 2008 VoSKY All rights reserved.

3.1.2.3 Dialing Scheme

Exchange Pro VISIP-EX provides a two-segment “X+Y” dialing scheme (16 digits maximum). The first segment “X” is the PIN (personal identification number). The second segment “Y” is the speed-dial key. The default format is 2+2 (2-digit PIN + 2-digit key). Enter the numbers in the fields as shown below, then click **Next**.



Note: The digits for Y cannot be “0”.



Dialing Scheme

Exchange provides a two-segment speed-dial key dialing scheme. Both segments together cannot exceed more than 16 digits. The first segment of your number is a PIN (Personal Identification Number). Please configure a dialing scheme for use with the Exchange Phonebook.

$\boxed{2} + \boxed{2}$ (Maximum length is 16 total digits)

Note: Modifying the Phonebook 's format will delete all the data in your current Phonebook, and accounts will be left without PIN. Please backup your data before you modify these values.

Back 1 2 3 4 5 Next

Copyright © 2008 VoSKY All rights reserved.

3.1.2.4 Administrator's Settings

Configure the administrator's settings. You can modify the following:

- Password
- Nickname
- Ext.No.
- Cell Phone No.
- Skype ID
- Comment

The Username and PIN cannot be modified. The cell phone Number and Skype ID fields are required (they will be used for Exchange Pro VISIP-EX Auto-Notification).



Note: The "Cell Phone Number" field should be entered using the SkypeOut format: **00 + country code + area code + local phone number** or **00 + country code + area code + cell phone number**.

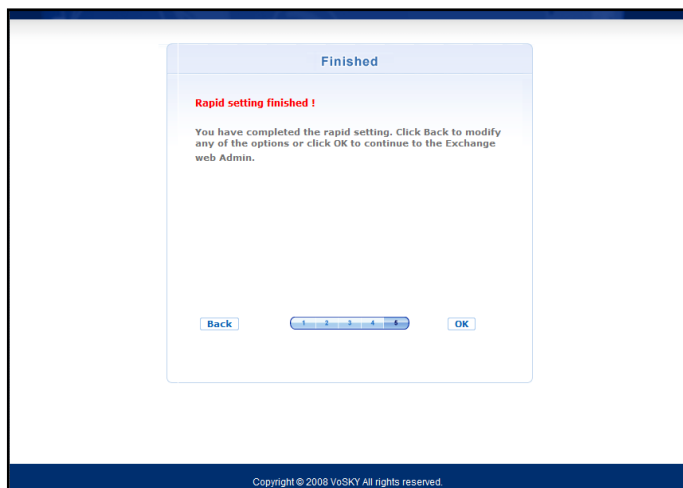


Example:

1. To make a SkypeOut call to the telephone number 555-1234 located in San Francisco (area code 415) in the US (country code 1), dial: 0014155551234.
2. To make a SkypeOut call to the cell phone number 555-4321 located in San Francisco (area code 415) in the US (country code 1), dial: 0014155554321.

When finished, click **Next**.

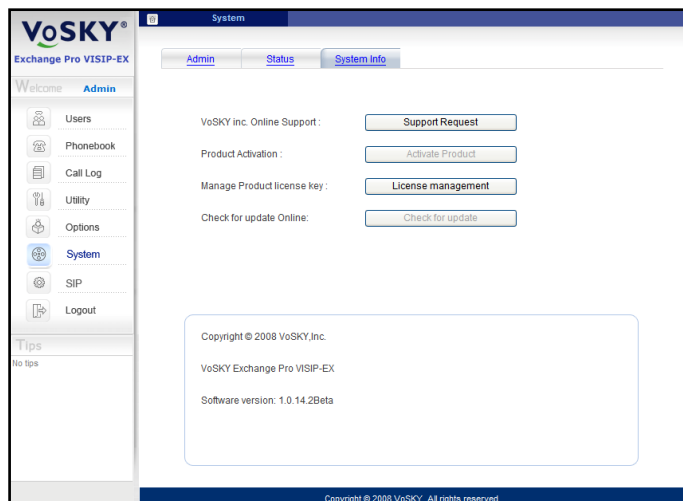
You have completed the configuration wizard settings. Click **Back** to modify your settings. Otherwise, click **OK**.



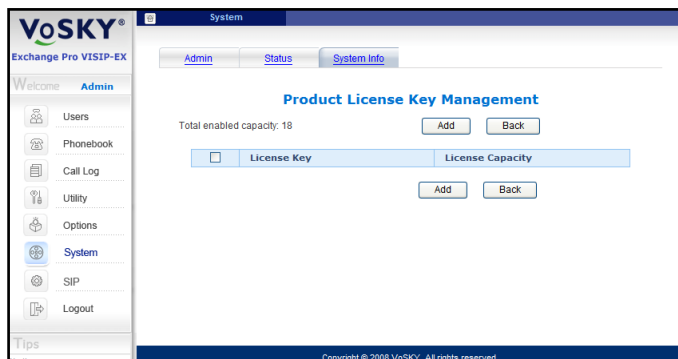
3.1.3 Activating VISIP Capacity Key

Exchange Pro VISIP-EX supports 18 Skype accounts on purchase. There can be 18 concurrent calls through Exchange Pro VISIP-EX. The VISIP capacity key expands the capacity of the Skype lines to a maximum of 30.

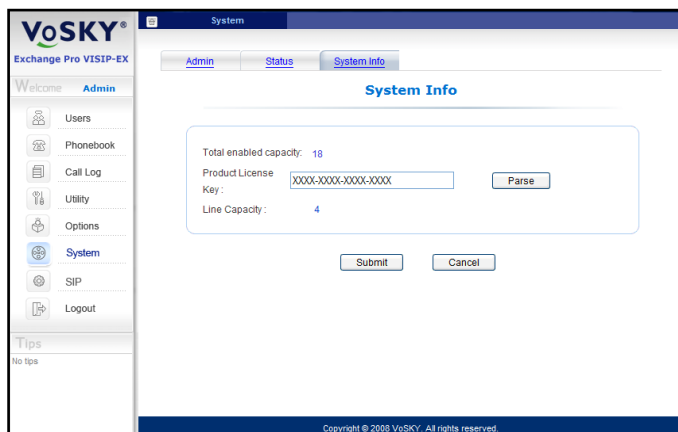
1. Click on the “System Info” tab, then click on **License management** to activate the key.



- Click the **Add** button in the **Product License Key Management** window.



- Enter the Product License Key, click the **Parse** button to display the added capacity. Click the **Submit** button to complete the activation.



- The maximum capacity of supported Skype lines is 30.

3.1.4 Launching Skype Accounts

Exchange Pro VISIP-EX includes support for 18 Skype accounts on purchase. There can be 18 concurrent calls through Exchange Pro VISIP-EX. The VISIP capacity key expands the capacity of Skype lines to maximum 30. If you want to expand Skype lines' capacity before launching Skype accounts, refer to section 3.1.3-"Activating VISIP Capacity Key".

You must create 18 Skype accounts before launching. We recommend creating Skype IDs with a sequential naming convention:

Skype ID: **Prefix1- Prefix18**. For example: lexis18sh1, lexis18sh2... lexis18sh18.

If the Skype accounts are not named sequentially, then please import an account file to launch the Skype accounts.

Select an option to launch the Skype accounts: Rapid Launch and File imported.



Note: Do not change the supported language before launching the Skype accounts. Please remember to do it once the Skype accounts are launched successfully.

Select the format of Skype accounts

☒ Fixed Prefix+serial number

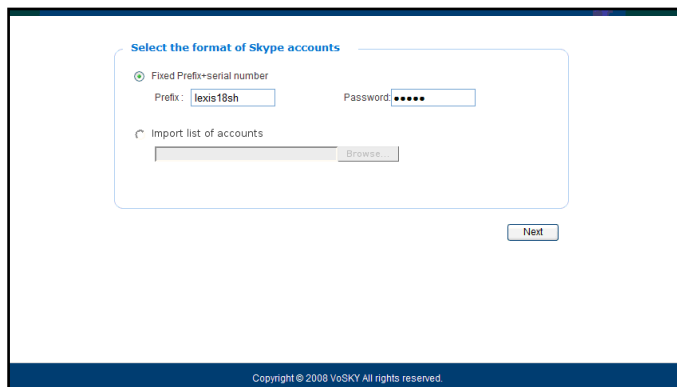
Prefix : Password:

☐ Import list of accounts

Copyright © 2008 VoSKY All rights reserved.

3.1.4.1 Rapid Launch

This option is only available if you use a uniform password for all Skype accounts. Select **Fixed Prefix+serial number** option and enter the Skype IDs' prefix, such as lexis18sh. Then enter the uniform password in the Password field. Click the **Next** button to continue.



Select the format of Skype accounts

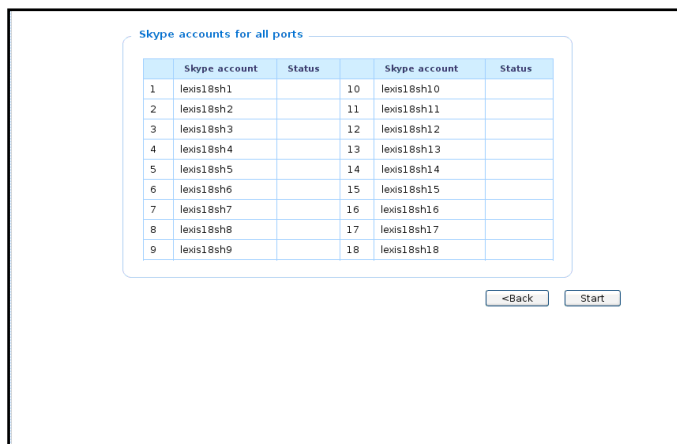
☒ Fixed Prefix+serial number

Prefix: Password:

☐ Import list of accounts

Copyright © 2008 VoSKY All rights reserved.

Exchange Pro VISIP-EX will list the 18 Skype accounts such as lexis18sh1, lexis18sh2 ...lexis18sh18. Click the **Back** button to return to the previous page to revise. Otherwise, click the **Start** button to start the Skype launch process.



Skype accounts for all ports

	Skype account	Status		Skype account	Status
1	lexis18sh1		10	lexis18sh10	
2	lexis18sh2		11	lexis18sh11	
3	lexis18sh3		12	lexis18sh12	
4	lexis18sh4		13	lexis18sh13	
5	lexis18sh5		14	lexis18sh14	
6	lexis18sh6		15	lexis18sh15	
7	lexis18sh7		16	lexis18sh16	
8	lexis18sh8		17	lexis18sh17	
9	lexis18sh9		18	lexis18sh18	



Note: The process will take about 15-20 minutes (depending on network conditions), during the process, please do not use the keyboard and mouse, to avoid interruptions or errors.

3.1.4.2 File Imported

If you use different passwords to manage the Skype accounts, we recommend that you import an account file to launch the Skype accounts.

Open the Exchange Pro VISIP-EX desktop / VoSKY / Documents / Skype.csv. A template is provided for you. The left column in the figure below are the Skype IDs to be used. The right column is the corresponding passwords. You can edit this template with the Skype accounts you would like to use.

```

vosky@VISIP-EX:~/Desktop
File Edit View Terminal Tabs Help
["voskytwn", "1qw23r"
"voskytwn6", "2e44r6"
"voskytwn3", "fft54d"
"voskytwn4", "dr43er"
"voskytwn5", "dg456g"
"voskytwn1", "j7uhy4"
"voskytwn7", "sdgt35"
"voskytwn8", "dhre25"
"voskytwn9", "dhurc2"
"voskytwn10", "fu74u8"
"actiontec_china_bj3", "hdwec6"
"actiontec_china_bj2", "4r456y"
"actiontec_china_bj1", "dg56u8"
"actiontec_china_bj4", "dh3156"
"actiontec_china_bj5", "dg8iu7"
"actiontec_china_bj6", "fgh9i8"
"actiontec_china_bj17", "dhurc2"
"actiontec_china_bj8", "fu74u8"

1,1 All

```

Select the **Import list of accounts** option and click the **Browse** button to select the account file. Click the **Next** button to continue.

Select the format of Skype accounts

☐ Fixed Prefix+serial number

Prefix : Password:

☒ Import list of accounts

C:\Desktop\VoSKY\Documents\Skype.csv

Copyright © 2008 VoSKY All rights reserved.

Exchange Pro VISIP-EX will list the 18 Skype accounts. Click the **Back** button to return to the previous page to revise. Otherwise, click the **Start** button to start the Skype launch process.

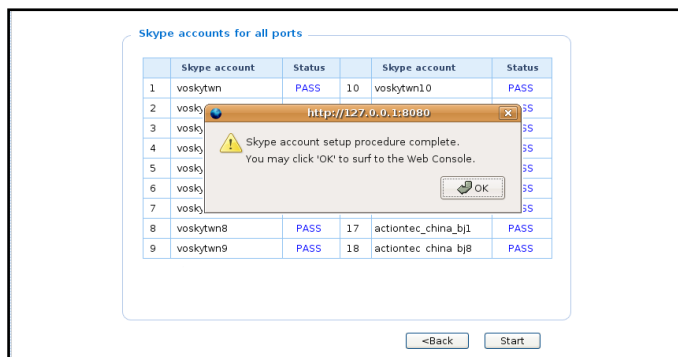
Skype accounts for all ports


	Skype account	Status		Skype account	Status
1	voskytw1		10	voskytw10	
2	voskytw6		11	actiontec_china_bj3	
3	voskytw3		12	actiontec_china_bj2	
4	voskytw4		13	actiontec_china_bj1	
5	voskytw5		14	actiontec_china_bj4	
6	voskytw1		15	actiontec_china_bj5	
7	voskytw7		16	actiontec_china_bj6	
8	voskytw8		17	actiontec_china_bj1	
9	voskytw9		18	actiontec_china_bj8	

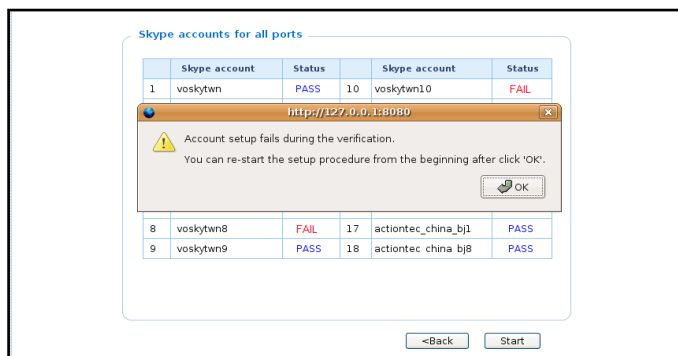


Note: The process will take about 15-20 minutes (depending on network conditions), during the process, please do not use the keyboard and mouse to avoid interruptions or errors.

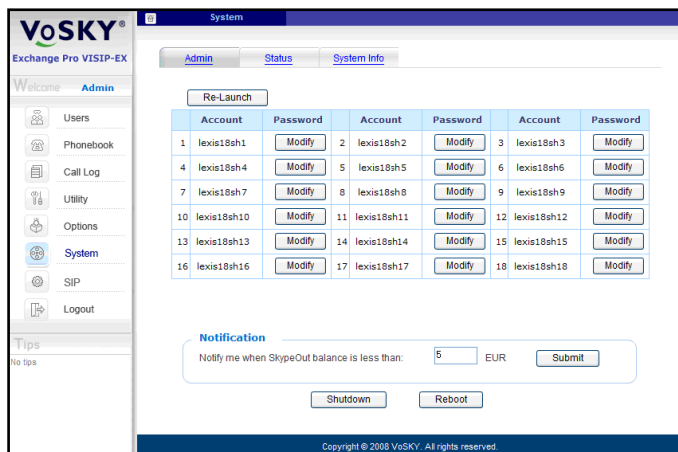
When the process is complete a message window will pop up to notify you. Click the **Ok** button to close it.



 **Note:** If the imported account password is not correct, a message window will pop up to remind you relaunch the Skype accounts using the correct passwords.




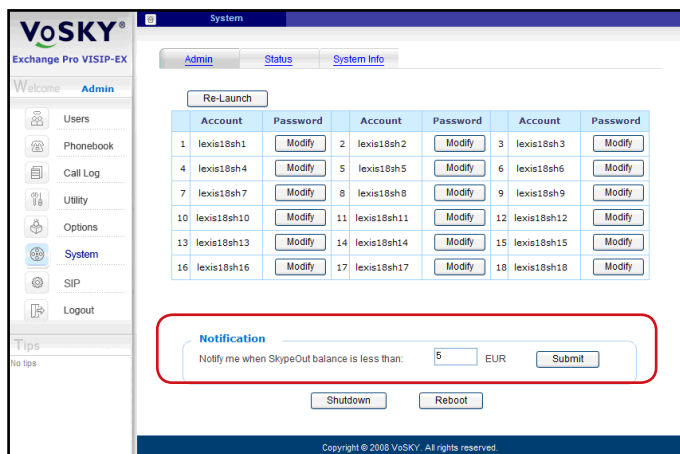
The Skype ID of the first port on Exchange Pro VISIP-EX will be used as the Company Skype ID.



3.1.5 Skype Credit Low Balance Notification


You can enable this feature under the “Admin” tab on the Exchange Pro VISIP-EX Web Console to get an automatic low balance notification when the SkypeOut balance is lower than the value you set (default - 5). After configuration, the corresponding Skype account will send an IM to your assigned SkypeID when the above occurs on any Skype account of Exchange Pro VISIP-EX. Additionally, you will hear a voice prompt notification of the SkypeOut balance when making a SkypeOut call.


 **Note:** Use the same currency units to manage Skype credit on Exchange Pro VISIP-EX. Exchange Pro VISIP-EX will automatically use the currency units of its first Skype account as the default value.

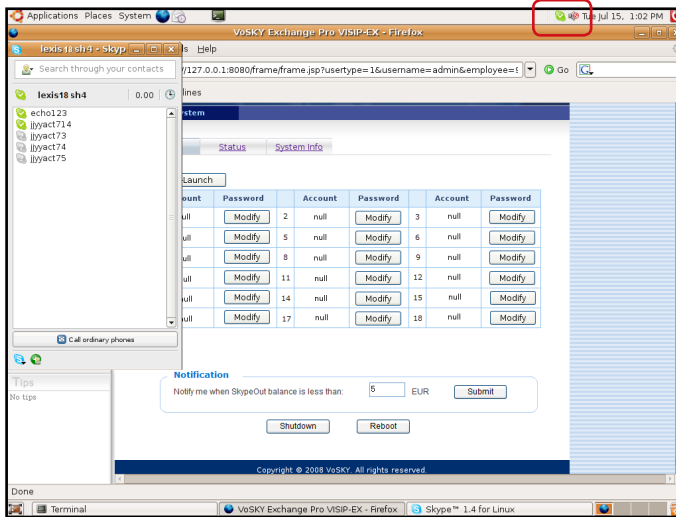


3.1.6 Changing Skype's Password

Click the **Modify** button next the Skype ID in "Admin" tab to modify the corresponding Skype's password.

 **Note:** Do not change the Skype accounts from the original accounts you used. This will prevent poor voice quality or system crashes from occurring.

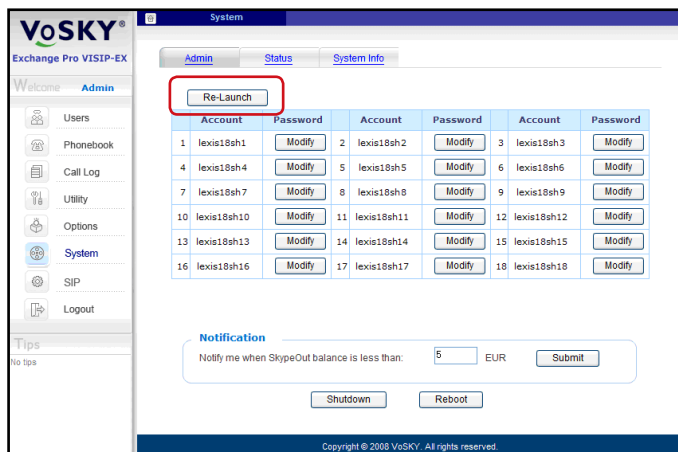
 **Note:** During this process all Skype accounts will sign out and the Exchange Pro VISIP-EX service will restart. Make sure there are no active calls before proceeding.



Enter the new password in the “Change Password” window and click **OK** to save the modification.



Click the **Re-Launch** button to launch all the Skype accounts.



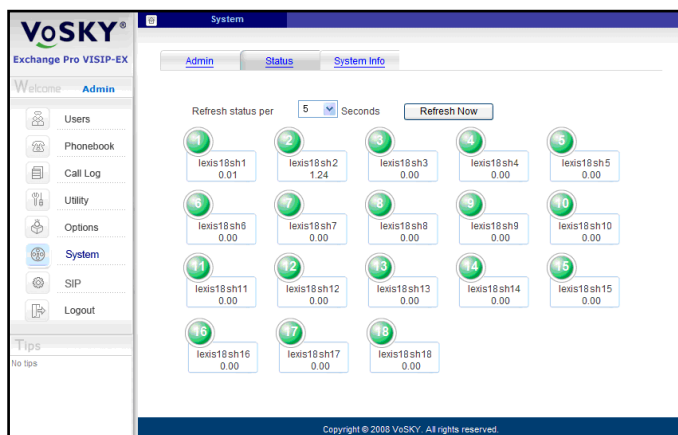
3.1.7 Viewing Skype Status

When the Skype accounts are launched, the corresponding status indicator under the “Status” tab on the Exchange Pro VISIP-EX Web Console will turn green.

Green: The connection is working properly and the Skype line is available.

Red: The connection is not available or is not working properly.

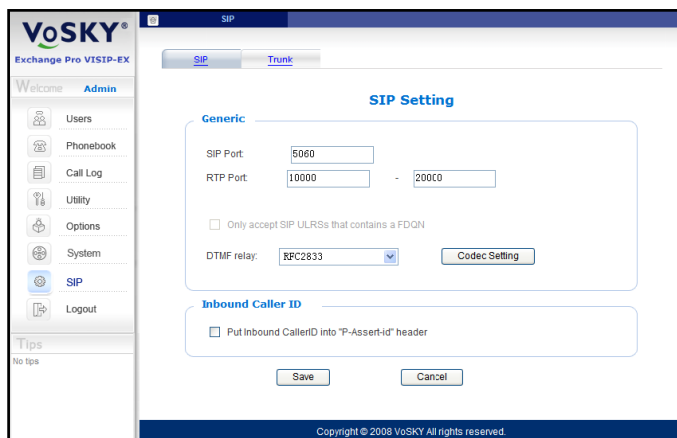
Blue: The connection is working properly and the Skype line is busy.



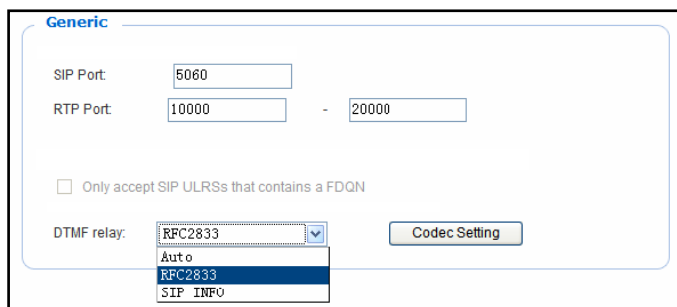
The Skype status may not refresh immediately. Please click the **Refresh Now** button to access the current status display (the default for automatic refresh is 15 seconds).

3.1.8 Setting up SIP

Click **SIP** on the left navigation to set up SIP.



3.1.8.1 Generic



SIP Port: Local service port of SIP protocol, default: 5060. It must be the same as the SIP port of IP-PBX.

RTP Port: The value of the sending and receiving RTP port, default: 10000~20000. Please ensure that the scope value does not conflict with others.

DTMF relay: The mode of DTMF relay. Choices include RFC2833 and SIP INFO. The default is RFC2833. RFC2833- RTP payload for DTMF digits, SIP INFO- allow for the carrying of session related control information that is generated during a session.

Click the **Save** button to save the settings.

3.1.8.2 Codec Setting

No.	Codec
<input checked="" type="checkbox"/> 1	G.711-A
<input checked="" type="checkbox"/> 2	G.711-U
<input checked="" type="checkbox"/> 3	GSM

Save Back

For compatibility with your IP-PBX, Exchange Pro VISIP-EX supports three kinds of codecs, including: G.711-U, G.711-A and GSM. Select the codec you want to use, and click the **Save** button to save the settings.

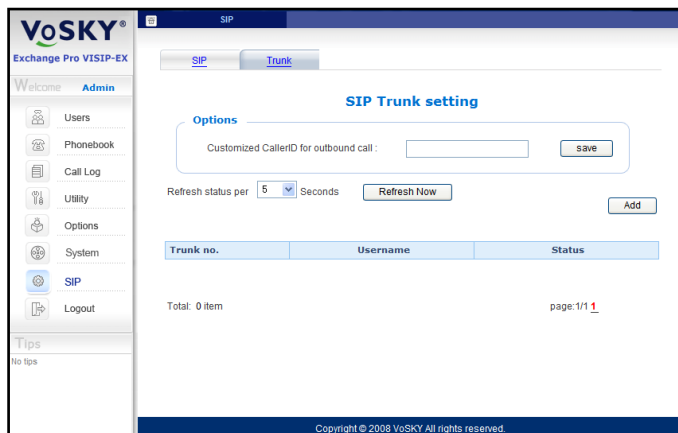
3.1.8.3 Inbound Caller ID

☐ Put Inbound CallerID into "P-Assert-id" header

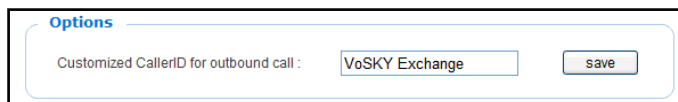
The approach of inbound CallerID depends on the type of the receiver. Choose the same approach to the receiver.

3.1.9 Setting up SIP Trunk

Set up the SIP Trunk in “Admin” tab.



Caller ID for outbound call displays the caller’s information from SIP phone to Skype. The Skype user receives the call from Exchange Pro VISIP-EX as well as the outbound CallerID information. Enter the CallerID for outbound call, click the **Save** button to save it.



When an IP-PBX registers to Exchange Pro VISIP-EX as a client, the following parameters are needed:

Username: The authenticated username when IP-PBX registers to Exchange Pro VISIP-EX.

Password: The authenticated password when IP-PBX registers to Exchange Pro VISIP-EX.

The SIP Trunk status may not refresh immediately. Please click the **Refresh Now** button to access the current status display (the default for automatic refresh is 5 seconds).

NO: The IP-PBX has not registered to Exchange Pro VISIP-EX.

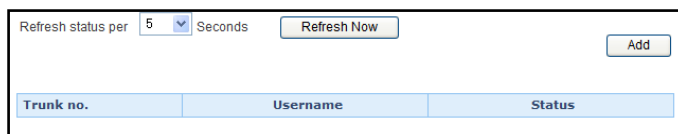
Connected: The IP-PBX has registered to Exchange Pro VISIP-EX.

Waiting: The IP-PBX has connected to Exchange Pro VISIP-EX.

3.1.9.1 Adding A SIP Trunk

Before configuring the IP-PBX, you must add a SIP Trunk for IP-PBX to access the Exchange Pro VISIP-EX.

Click the **Add** button in the “Trunk” tab to add a SIP trunk.

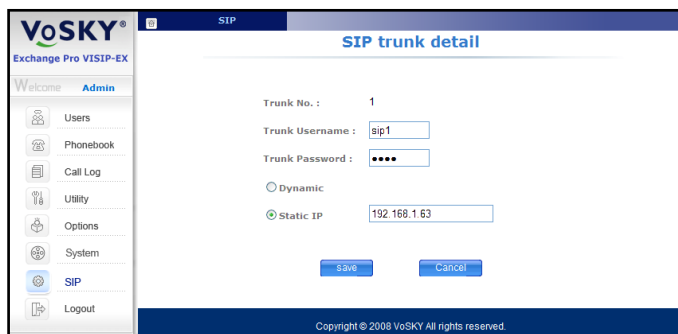


Refresh status per 5 Seconds Refresh Now Add

Trunk no.	Username	Status
-----------	----------	--------

Enter the Trunk Username and Trunk Password, they are used as the authentication when IP-PBX registers to Exchange Pro VISIP-EX.

You can restrict the register's(IP-PBX) IP address. Dynamic is to allow any IP-PBX to register to Exchange Pro VISIP-EX. Static IP is only to allow the IP-PBX with the designated IP address to register to Exchange Pro VISIP-EX. click the **Save** button to save it.



VoSKY
Exchange Pro VISIP-EX

Welcome Admin

SIP

SIP trunk detail

Trunk No. : 1

Trunk Username : sip1

Trunk Password : ****

☐ Dynamic

☒ Static IP 192.168.1.63

Save Cancel

Copyright © 2008 VoSKY All rights reserved.

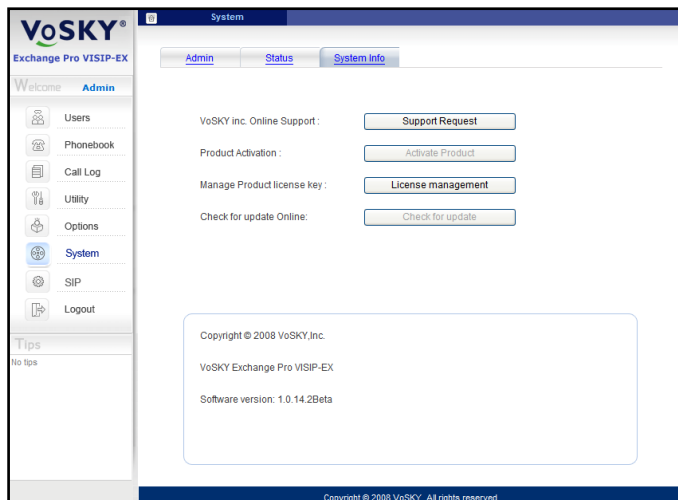


Note: Please select the Static IP option to designate an IP address to the IP-PBX when connecting to an Avaya IP-PBX (Avaya IP-PBX supports peer-to-peer connection).

3.1.10 Request Support

If you encounter any problems about our product or would like to comment, please contact us in one of the following ways:

1. Go to the VoSKY Exchange Pro Web Console. Click on the “System Info” tab, then click on the **Support Request** as shown below:

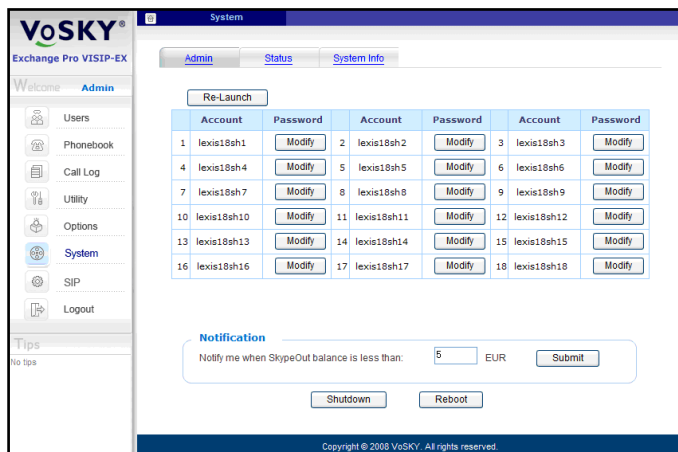


2. Go to <http://www.vosky.com/modules/onlinesupport> to report any problems.
3. Go to one of the VoSKY website forums:
 - <http://www.vosky.com/forums/english/> (English)
 - <http://www.vosky.com/forums/schinese/> (Simplified Chinese)
 - <http://www.vosky.com/forums/tchinese/> (Traditional Chinese)

Thank you for using VoSKY Exchange Pro VISIP-EX. We value your comments and concerns.

3.1.11 Shutdown or Reboot VISIP-EX

Click the **Shutdown** or **Reboot** button at the bottom of “Admin” tab to shutdown or reboot Exchange Pro VISIP-EX.



3.1.12 Updating VISIP-EX

Exchange Pro VISIP-EX automatically checks for software and firmware updates every 24 hours. When there is an update available, the Exchange Pro VISIP-EX will automatically notify you by sending an IM to your Skype ID.

You can only obtain Exchange Pro VISIP-EX updates once it is activated.

Click **System** -> **Administration** -> **Update Manager** to launch the update program.

3.2 VISIP-EX Web Console Settings

The section explains how to configure the Exchange Pro VISIP-EX Web Console. You must configure the following settings before using the Exchange Pro VISIP-EX to make calls:

- The user management of Exchange Pro VISIP-EX, including adding, deleting and modifying users
- The phonebook management of Exchange Pro VISIP-EX, including Public Contacts and Private Contacts
- Dialing Scheme settings
- SkypeOut settings
- Call log management

3.2.1 Options

Click **Options** on the left to open the “Options” screen. You can modify the Dialing Scheme, SkypeOut Access, SkypeOut Call Availability, VoSKY Smart Dialing in this screen.

VoSKY®
Exchange Pro VISIP-EX

Welcome Admin

- Users
- Phonebook
- Call Log
- Utility
- Options**
- System
- SIP
- Logout

Tips
No tips

Options

Dialing Scheme

Exchange provides a two-segment speed-dial key dialing scheme. Both segments together cannot exceed more than 16 digits. The first segment of your number is a PIN (Personal Identification Number). Please configure a dialing scheme for use with the Exchange Phonebook.

[2] + [4] (Maximum length is 16 total digits)

Note: Modifying the Phonebook's format will delete all the data in your current Phonebook, and accounts will be left without PIN. Please backup your data before you modify these values.

VoSKY Smart Dialing

☒ Disable Normal and Special SkypeOut Smart dialing
☐ Enable VoSKY smart dialing: [Click to Choose Country/Region](#)
☐ Enable Special SkypeOut Smart dialing by adding special prefix:
 009900868088

SkypeOut Access

☒ Do you want to allow user to be able to make SkypeOut calls?
Please select an option below.

☒ Yes
☐ Allow SkypeOut direct dial
☐ Allow SkypeOut direct dial with PIN
☐ Allow SkypeOut calls using speed-dial key only
☐ Allow SkypeOut calls using speed-dial key and password
☐ No
☐ Restrict SkypeOut direct dial with PIN
☐ Restrict SkypeOut calls to designated users using speed-dial key
☐ Restrict SkypeOut calls using speed-dial key and password

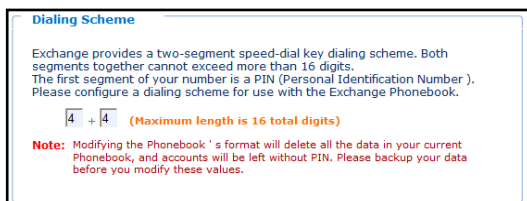
Note: Your new settings will only affect new users, but will not change existing users with SkypeOut access privilege.

Select a Time to Allow SkypeOut Calls

☒ Anytime
☐ Customize allowable SkypeOut time period(s)
 08:00 - 18:00 Days All NEW

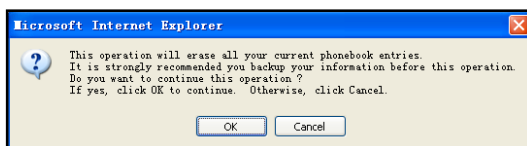
3.2.1.1 Modifying Dialing Scheme

The dialing scheme (X+Y) configured in the Configuration Wizard can be modified in the Options screen. When modifying the dialing scheme, remember that the Y digit cannot be 0. Refer to the example shown below:

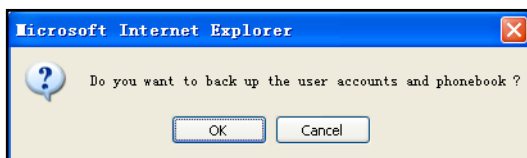


Warning: Make sure to backup all data before modifying the Dialing Scheme. Any modification to the dialing scheme will delete all the data in your phonebook and reset the PIN to null for all user accounts.

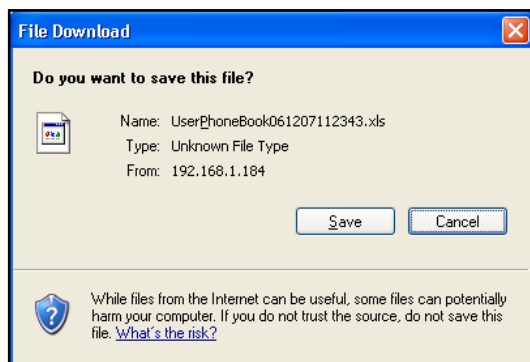
1. After you modify the Dialing Scheme, a message window will appear to remind you to backup the data. Click **OK** to continue, or **Cancel** to close the window.




2. After you click OK, a message window will appear to ask whether you would like to backup the User accounts and Phonebook. Click **OK** to backup or click **Cancel** to close the window (If you click **Cancel**, all the Phonebook data will be deleted and cannot be restored.)



- After you click **OK**, the selected data will be backed up to your local disk.

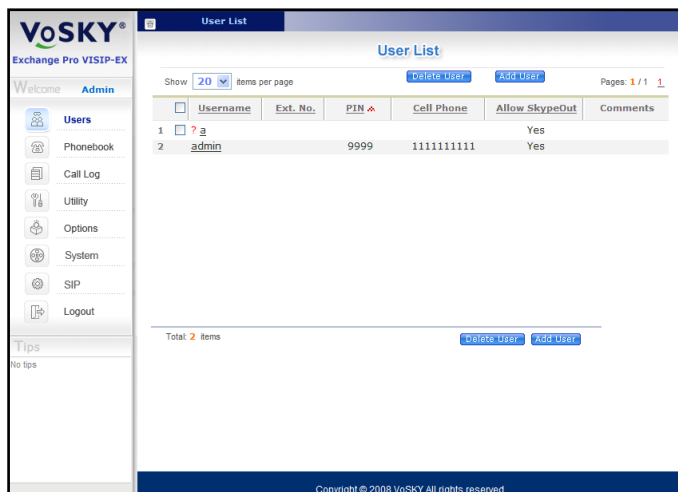


 **Note:** The User accounts and phonebook will be backed up as an Excel file (.xls). You can open the file in Excel and enter the PIN and speed-dial keys in accordance with the new format.

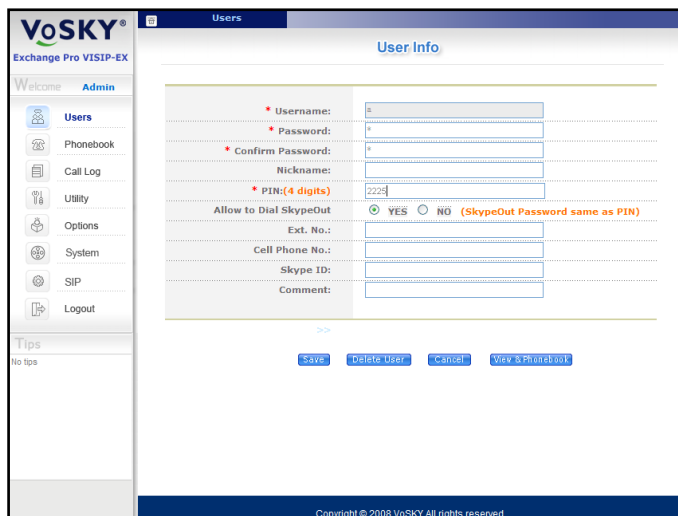
- Enter the PIN and speed-dial key in the Excel file.
- In the User accounts file, the column “OldEmployeeNo” is the PIN with the old dialing scheme.
- Enter a new PIN to the column “EmployeeNo” in the User accounts file.
- Enter a new PIN to the column EmployeeNo in the Phonebook file.
- Enter a new speed-dial key to the column “SpeedDial” in the Phonebook file.

To restore the backup files to the Exchange Pro VISIP-EX database, refer to Section 3.3.1 - “Restore”.

- After modifying the Dialing Scheme, the column PIN in the User accounts file will be reset and these users cannot login to the Exchange Pro VISIP-EX Web Console or manage its Private Contacts until the administrator reconfigures the PIN for them. In the “User List” screen, these PINs will show a red question mark next to the name, which shows the users who are currently in an invalid state.



- The administrator must reconfigure the PIN to follow the new dialing scheme, otherwise these users will be invalid. Click the corresponding username in the User List page to enter a new PIN. Click **Save** to save the modification as shown below (new PIN = 4):



3.2.1.2 Enabling VoSKY Smart Dialing

The new VoSKY Smart Dialing feature is added in the “Option” screen. With VoSKY Smart Dialing you no longer need to dial the country code for certain SkypeOut calls. The VoSKY Smart Dialing feature will enable you to choose a default country code, and should be set to the country you make the majority of your SkypeOut calls to. These calls can be dialed just like you would dial a domestic call. You don’t need to dial the country code, just the area code and the phone number. To use this feature, go to **Options**, select “Enable VoSKY smart dialing,” and pick the country/region from the pull-down list on the right.

The screenshot shows the VoSKY Exchange Pro VISIP-EX Options screen. The left sidebar contains navigation links: Welcome, Admin, Users, Phonebook, Call Log, Utility, Options (selected), System, SIP, and Logout. The main content area is titled "Options" and contains three sections:

- Dialing Scheme**: Explains a two-segment speed-dial key dialing scheme. It shows a configuration of $4 + 4$ (Maximum length is 16 total digits). A note states: "Note: Modifying the Phonebook's format will delete all the data in your current Phonebook, and accounts will be left without PIN. Please backup your data before you modify these values."
- VoSKY Smart Dialing**: Contains three radio buttons:
 - ☐ Disable Normal and Special SkypeOut Smart dialing
 - ☒ Enable VoSKY smart dialing: (This option is selected, and a dropdown menu is open showing a list of countries and regions with their country codes, including Afghanistan (+93), Albania (+355), Algeria (+213), Andorra (+376), Angola (+244), Anguilla (+1264), Antigua and Barbuda (+1268), Argentina (+54), Armenia (+374), Ascension (+247), Australia (+61), Austria (+43), Azerbaijan (+994), Bahamas (+1242), Bahrain (+973), Bangladesh (+880), Barbados (+1246), Belarus (+375), Belgium (+32), Belize (+501), Benin (+229), Bermuda (+1441), Bolivia (+591), Botswana (+267), Brazil (+55), Brunei (+673), Bulgaria (+359), Burkina-Faso (+226), and Burma (+95).)
 - ☐ Enable Special SkypeOut Smart dialing: (This option is disabled, and a dropdown menu is open showing the same list of countries and regions.)
- SkypeOut Access**: Contains a question "Do you want to allow user to be able to use SkypeOut direct dial?" with two main options:
 - ☒ Yes: Includes sub-options for "Allow SkypeOut direct dial", "Allow SkypeOut direct dial with area code", "Allow SkypeOut calls using speed dial", and "Allow SkypeOut calls using speed dial with area code".
 - ☐ No: Includes sub-options for "Restrict SkypeOut direct dial with area code", "Restrict SkypeOut calls to destination", and "Restrict SkypeOut calls using speed dial".

A note at the bottom of the SkypeOut Access section states: "Note: Your new settings will only affect calls made with SkypeOut access privileges." Below this is a section titled "Select a Time to Allow SkypeOut" with two radio buttons:

- ☒ Anytime
- ☐ Customize allowable SkypeOut: Includes a time range selector set to "08:00 - 18:00" and a dropdown menu set to "Days All".

After you set up the default country code, to make an international call using VoSKY smart dialing, dial the following: **0 + area code + phone number** or **0 + area code + cell phone number** (0 represents the country code on the Exchange).

For all other international SkypeOut calls, dial the following: **00 + country code + area code + phone number** or **00 + country code + cell phone number**.

The following shows an example of setting Country as “USA”:

Enable the **VoSKY Smart Dialing**, select **USA/Canada +1** from the drop-down list.

1. To make a SkypeOut call to a San Francisco area phone number (area code 415), dial: **0 + area code + phone number** or **0 + area code + cell phone number** (Exchange Pro VISIP-EX will replace “0” by “+1”).
2. To make a SkypeOut call to Shanghai in China (area code 21, country code 86), dial: **00 + country code + area code + phone number** or **00 + country code + cell phone number**.

We recommend selecting one of the following options when you use VoSKY Smart Dialing:

- Yes: Allow SkypeOut direct dial

- Yes: Allow SkypeOut direct dial with PIN

SkypeOut Access

Do you want to allow user to be able to make SkypeOut calls?
Please select an option below.

☒ Yes

- ☐ Allow SkypeOut direct dial
- ☒ Allow SkypeOut direct dial with PIN
- ☐ Allow SkypeOut calls using speed-dial key only
- ☐ Allow SkypeOut calls using speed-dial key and password

☐ No

- ☐ Restrict SkypeOut direct dial with PIN
- ☐ Restrict SkypeOut calls to designated users using speed-dial key
- ☐ Restrict SkypeOut calls using speed-dial key and password

Note: Your new settings will only affect new users, but will not change existing users with SkypeOut access privilege.

- No: Restrict SkypeOut direct dial with PIN

SkypeOut Access

Do you want to allow user to be able to make SkypeOut calls?
Please select an option below.

☐ Yes

- ☐ Allow SkypeOut direct dial
- ☐ Allow SkypeOut direct dial with PIN
- ☐ Allow SkypeOut calls using speed-dial key only
- ☐ Allow SkypeOut calls using speed-dial key and password

☒ No

- ☒ Restrict SkypeOut direct dial with PIN
- ☐ Restrict SkypeOut calls to designated users using speed-dial key
- ☐ Restrict SkypeOut calls using speed-dial key and password

Note: Your new settings will only affect new users, but will not change existing users with SkypeOut access privilege.

3.2.1.3 Enabling Special SkypeOut Service

This option is for special SkypeOut service use. For more details, please consult the reseller in your region.

3.2.1.4 Modifying SkypeOut Settings and Call Availability

Refer to Section 3.1.2.1 - "SkypeOut Settings" and Section 3.1.2.2 - "SkypeOut Call Availability."

3.2.2 Users

There are two possible types of users when logging into the Exchange Pro VISIP-EX Web Console: administrator and normal user. All normal users are created and managed by the administrator.

Click **Users** on the left panel to view the current user list. You can sort the user list by clicking on one of the column headings.

The screenshot shows the 'User List' page in the VoSKY Exchange Pro VISIP-EX web console. The page has a sidebar on the left with navigation links: Users, Phonebook, Call Log, Utility, Options, System, SIP, and Logout. The main content area displays a table of users. The table has columns: Username, Ext. No., PIN, Cell Phone, Allow SkypeOut, and Comments. There are 4 users listed: a, b, c, and admin. The admin user has a cell phone number 1234567. The page also includes a 'Delete User' button and an 'Add User' button. The bottom of the page shows the copyright notice: Copyright © 2008 VoSKY All rights reserved.

	Username	Ext. No.	PIN	Cell Phone	Allow SkypeOut	Comments
1	a		100		Yes	
2	b		101		Yes	
3	c		113		Yes	
4	admin		999	1234567	Yes	

3.2.2.1 Adding Users

Click **Add User** in the User List page to add a new user account as shown below:

The screenshot shows the 'User List' page in the VoSKY Exchange Pro VISIP-EX web console. The page has a sidebar on the left with navigation links: Users, Phonebook, Call Log, Utility, Options, System, SIP, and Logout. The main content area displays a table of users. The table has columns: Username, Ext. No., PIN, Cell Phone, Allow SkypeOut, and Comments. There is 1 user listed: admin. The admin user has a cell phone number 0086135111... and Allow SkypeOut is Yes. The page also includes a 'Delete User' button and an 'Add User' button. The bottom of the page shows the copyright notice: Copyright © 2008 VoSKY All rights reserved.

	Username	Ext. No.	PIN	Cell Phone	Allow SkypeOut	Comments
1	admin		999	0086135111...	Yes	

In the **Add User** page, the fields “Username,” “Password,” “Confirm Password” and “PIN” must have an entry. The Username and Password fields are used for logging into the Exchange Pro VISIP-EX Web Console. The PIN parameter on the page will notify you of the number of digits required for this parameter.



Note: If the number of digits required for PIN is 3, the PIN value cannot contain less than or more than 3 digits.

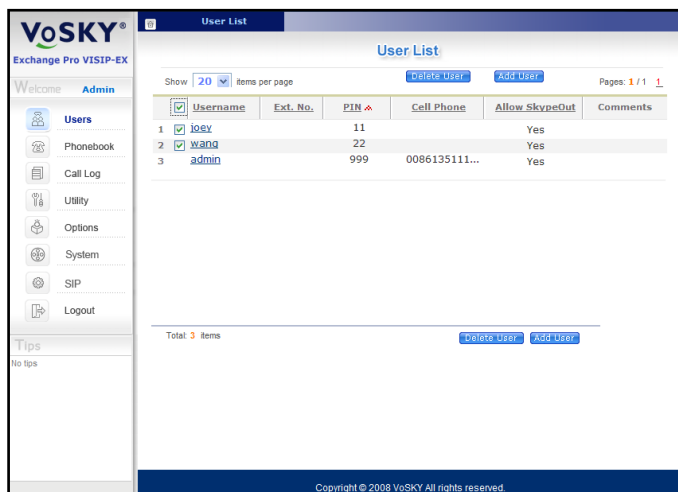
The option “Allow SkypeOut access?” is used to determine if a user is allowed to make SkypeOut calls. The default option is configured in the Configuration Wizard (refer to Section 3.1.2.1 - “SkypeOut Settings”). Each user can modify his own information by logging into the Exchange Web Console with his username and password.

The fields “Ext. No.,” “Cell Phone No.,” “Skype ID” and “Telephone Number” do not require an entry.

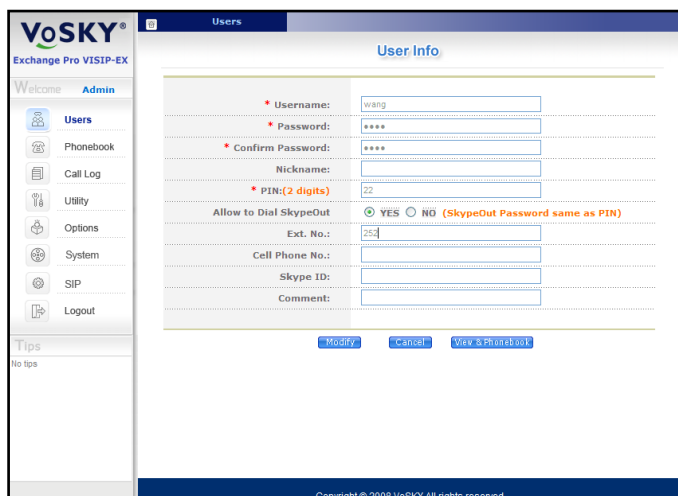
When finished, click **Save** to save the new user. Click **Save & Next** to save the new user and add an additional new user.

3.2.2.2 Modifying User Information

The **User List** page will show the information list of users. Select the check box of the user you want to delete and then click **Delete User** as shown below (the “Admin” account cannot be deleted):



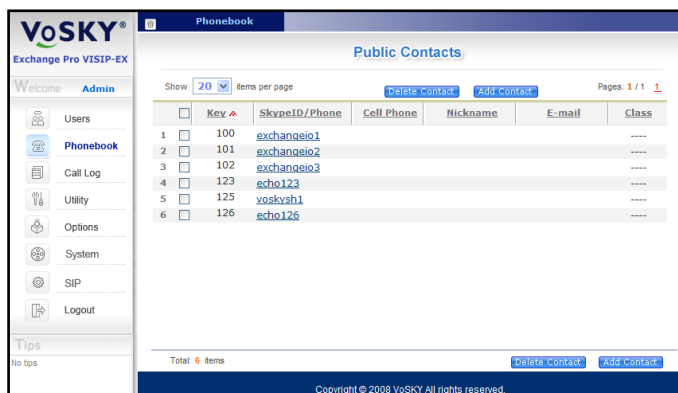
To view the information of a user, just click on their username from the list. To modify a user's information, click **Modify** to allow editing and edit the values. Click **Save** to save the modification (“Username” and “PIN” are read-only).



3.2.3 Phonebook

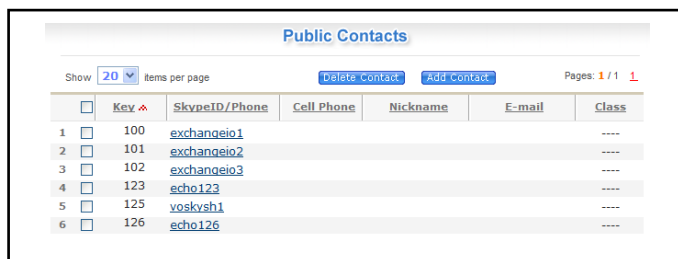
Exchange Pro VISIP-EX has two Phonebooks: Public Contacts and Private Contacts. As an administrator, you can add and manage Public Contacts. Public Contacts are contacts universally shared within the company. All users can view Public Contacts after login. As a normal user, you can add and manage Private Contacts. Private Contacts are for personal use.

Click **Phonebook** on the left to view the “Public Contacts” screen. Various parameters, including “Key,” “Skype ID/Phone,” “Cell Phone,” “Nickname,” “E-mail,” and “Class” can be viewed here. You can sort the Public Contacts list by clicking the column headings.

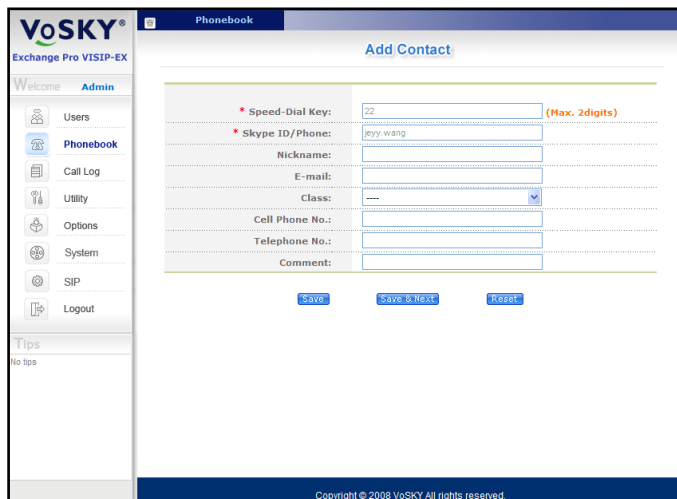


3.2.3.1 Adding Public Contacts

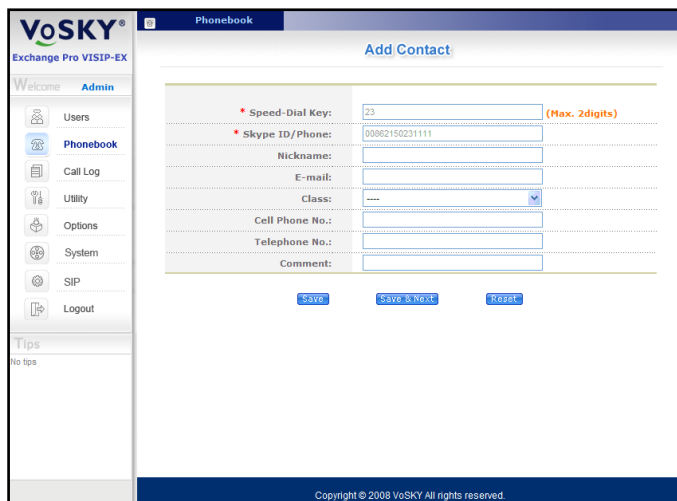
Click **Add Contact** in the Public Contacts page to add a new public contact, as shown below:



Add a public contact in the “Add Contact” screen. The “Speed-Dial Key” and “Skype ID/Phone” fields are required. The digits of Speed-Dial key will appear at the end of this field. In the Skype ID/Phone field, you can enter a Skype ID or a telephone number using the SkypeOut format. The rest of the fields are optional.




Note: To add a telephone number as a contact, enter it using the SkypeOut format in the Skype ID/Phone field: **00 + country code + area code + telephone number** or **00 + country code + cell phone number**.



VoSKY®
Exchange Pro VISIP-EX

Welcome **Admin**

Users
Phonebook
Call Log
Utility
Options
System
SIP
Logout

Tips
No tips

Phonebook

Add Contact

* Speed-Dial Key: 23 (Max. 2digits)

* Skype ID/Phone: 00862150231111

Nickname:

E-mail:

Class: ----

Cell Phone No.:

Telephone No.:

Comment:

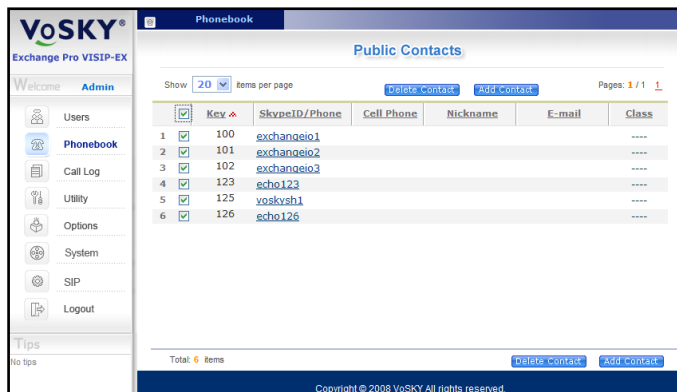
Save Save & Next Reset

Copyright © 2008 VoSKY All rights reserved.

When finished, click Save to save the new contact. Click Save & Next to save the new contact and add an additional new contact.

3.2.3.2 Modifying Public Contacts

The “Public Contacts” screen displays the information of a Public Contact. Select the check box of the public contact you want to delete and then click **Delete Contact** as shown below:



VoSKY®
Exchange Pro VISIP-EX

Welcome **Admin**

Users
Phonebook
Call Log
Utility
Options
System
SIP
Logout

Tips
No tips

Phonebook

Public Contacts

Show 20 Items per page

Delete Contact Add Contact

Page: 1 / 1

	Key	SkypeID/Phone	Cell Phone	Nickname	E-mail	Class
1	<input checked="" type="checkbox"/>	100	exchangeio1			----
2	<input checked="" type="checkbox"/>	101	exchangeio2			----
3	<input checked="" type="checkbox"/>	102	exchangeio3			----
4	<input checked="" type="checkbox"/>	123	echo123			----
5	<input checked="" type="checkbox"/>	125	vosksh1			----
6	<input checked="" type="checkbox"/>	126	echo126			----

Total: 6 Items

Delete Contact Add Contact

Copyright © 2008 VoSKY All rights reserved.

To view the information of a public contact, just click the appropriate Skype ID/Phone. You can view the information in the “Public Contact Info” page. To modify a public contact, click **Modify** to edit the values you wish to change. Click **Save** to save the modification.

VoSKY
Exchange Pro VISIP-EX

Welcome Admin

Users
Phonebook
Call Log
Utility
Options
System
SIP
Logout

Tips
No tips

Public Contact Info

* Speed-Dial Key: 100 (Max. 3 digits)

* Skype ID/Phone: exchange101

Nickname:

E-mail:

Class: Colleague

Cell Phone No.:

Telephone No.:

Comment:

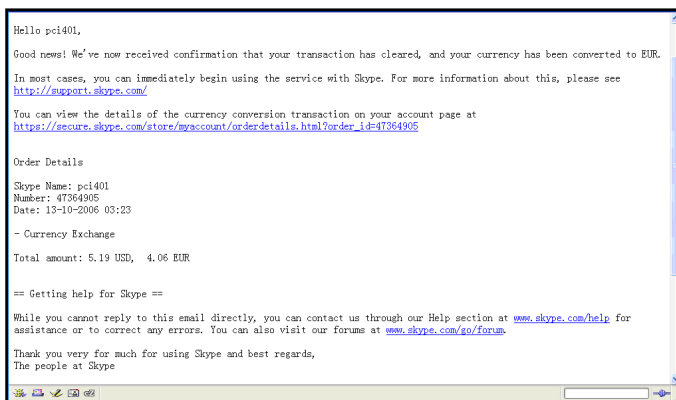
Modify Delete Cancel

Copyright © 2008 VoSKY All rights reserved

3.2.4 Call Log

Click **Call Log** on the left to view the call log of users. Exchange Pro VISIP-EX records all the information of a call, including Date, Caller, Callee, Destination, Type, Duration, Rate/min, Price and Connection fee. The call rate of SkypeOut does not rely on where the call is launched but the destination of the call. All SkypeOut calls are subject to a connection fee (go to <http://www.skype.com> for more information about the call rate and connection fee of SkypeOut). Note the following:


1. The default currency unit of SkypeOut's call rate and charges is the same as that of your purchased Skype credit. If you change to new currency units, the call rate and charges for future SkypeOut calls will also change. The old call records will remain using the previous currency units. (Changing currency units may cause a currency exchange value loss. Skype will send a notification email to you as shown below.)

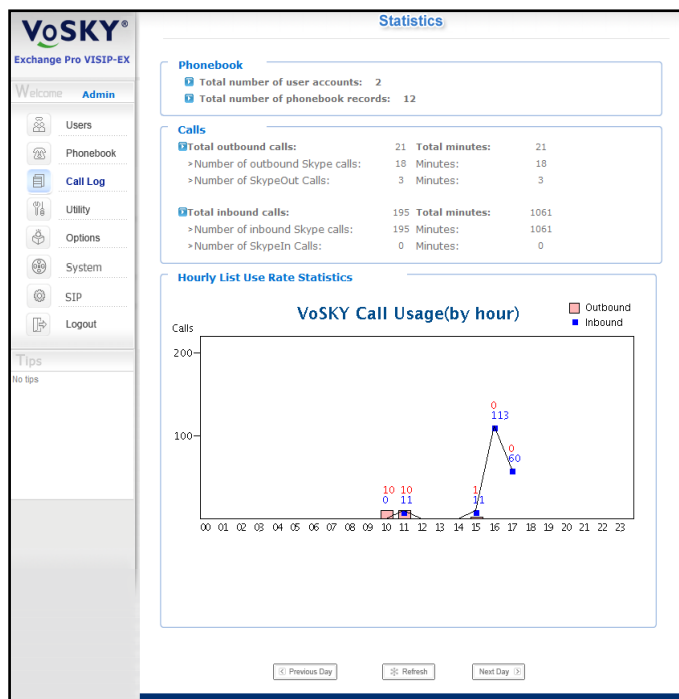


2. The charges for Skype credit are calculated per minute.
3. The call duration under the Call Log is generated from the Skype Client.
4. There might be a 3-5 seconds error between the SkypeOut call duration recorded by the Skype Client and that of the Skype Server. Therefore, when the SkypeOut call duration is X minutes and 1-5 seconds on the Skype Client, there might be a one minute error. Please check the Skype Server for your actual charges.
5. Connection fees only apply to SkypeOut calls. Connection Fee is required for SkypeOut service which does not depend on the call duration.
6. If the Skype accounts are subscribed to the Skype Unlimited plan, the reported charges may not be accurate.

VoSKY® Exchange Pro VISIP-EX									
Welcome Admin									
Users	Call Log								
Phonebook	Call Log								
Call Log	Call Log								
Utility	Show 20 items / page Pages: 1 / 837 to 1								
Options									
System									
SIP									
Logout									
Tips									
No tips									
Date	Caller	Callee	Destination	Type	Duration	Rate/min	Price	Connection Fee	
06/06/2008 13:12:11	admin	normalskype001	Skype	Skype Outgoing	00:00:06	0.0	0.0	0.0	1
06/06/2008 13:14:34	normalskype001	visiptest002	Skype	Skype Incoming	00:00:04	0.0	0.0	0.0	2
06/06/2008 13:17:18	normalskype001	visiptest001	Skype	Skype Incoming	00:01:49	0.0	0.0	0.0	3
06/06/2008 13:19:09	admin	becky1232626	Skype	Skype Outgoing	00:00:02	0.0	0.0	0.0	4
06/06/2008 13:19:17	admin	becky1232626	Skype	Skype Outgoing	00:02:09	0.0	0.0	0.0	5
06/06/2008 13:21:39	admin	normalskype001	Skype	Skype Outgoing	00:01:43	0.0	0.0	0.0	6
06/06/2008 13:23:35	admin	normalskype001	Skype	Skype Outgoing	00:02:10	0.0	0.0	0.0	7
06/06/2008 13:25:52	admin	normalskype001	Skype	Skype Outgoing	00:01:02	0.0	0.0	0.0	8
06/06/2008 13:42:23	admin	becky1232626	Skype	Skype Outgoing	00:07:54	0.0	0.0	0.0	9
06/06/2008 13:50:41	becky1232626	visiptest0012	Skype	Skype Incoming	00:00:31	0.0	0.0	0.0	10
06/06/2008 14:01:01	becky1232626	visiptest001	Skype	Skype Incoming	00:01:12	0.0	0.0	0.0	11
06/06/2008 14:02:32	becky1232626	visiptest001	Skype	Skype Incoming	00:00:33	0.0	0.0	0.0	12
06/06/2008 14:08:46	admin	becky1232626	Skype	Skype Outgoing	00:01:51	0.0	0.0	0.0	13
06/06/2008 14:12:37	admin	00862158206778	China	SkypeOut	00:00:14	EUR0.0	EUR0.0	EUR0.039	14
06/06/2008 14:15:39	admin	00862158303625	China	SkypeOut	00:00:56	EUR0.0	EUR0.0	EUR0.039	15
06/06/2008 14:18:48	admin	becky1232626	Skype	Skype Outgoing	00:02:01	0.0	0.0	0.0	16
06/06/2008 14:21:18	becky1232626	visiptest001	Skype	Skype Incoming	00:00:36	0.0	0.0	0.0	17
06/06/2008 14:23:14	admin	00862158303625	China	SkypeOut	00:00:57	EUR0.0	EUR0.0	EUR0.039	18
06/06/2008 14:28:01	admin	becky1232626	Skype	Skype Outgoing	00:03:00	0.0	0.0	0.0	19
06/06/2008 14:31:29	becky1232626	visiptest001	Skype	Skype Incoming	00:00:54	0.0	0.0	0.0	20
Total: 16728 items									
Copyright © 2008 VoSKY All rights reserved.									

3.2.5 Statistics

The “Statistics” page appears when you finish the Configuration Wizard, by clicking the  icon, or whenever you login to the Web Console. In this screen, you can view the current number of User accounts, the number of records in the Phonebook, the total number of calls, call duration, and the frequency of usage per hour. An example is shown below:



3.3 Backup and Restore

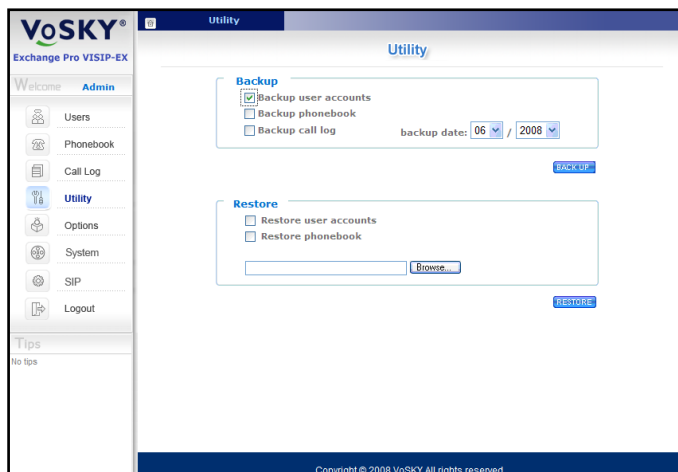
3.3.1 Backup

The administrator can back up the data in the User accounts, phonebook and call log. Select the data you want to backup and then click **BACK UP**. Choose a destination to save the file.

It is recommended that you regularly back up all your accounts and phonebook data to a secure location.




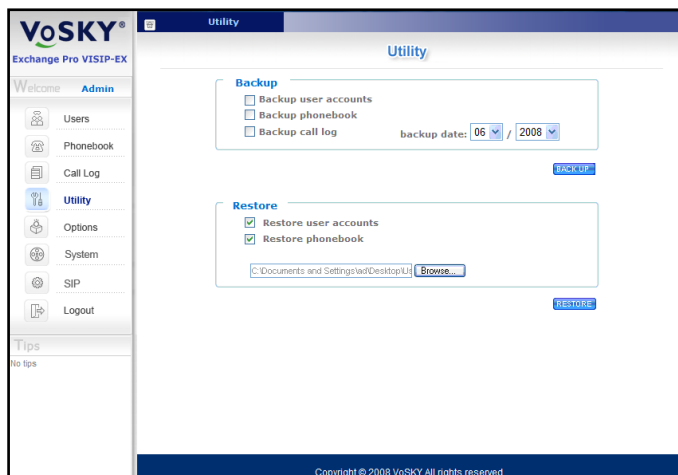
Note: The User accounts and phonebook will be backed up as an Excel file (.xls). The call log will be backed up as an Access file (.mdb).



3.3.2 Restore

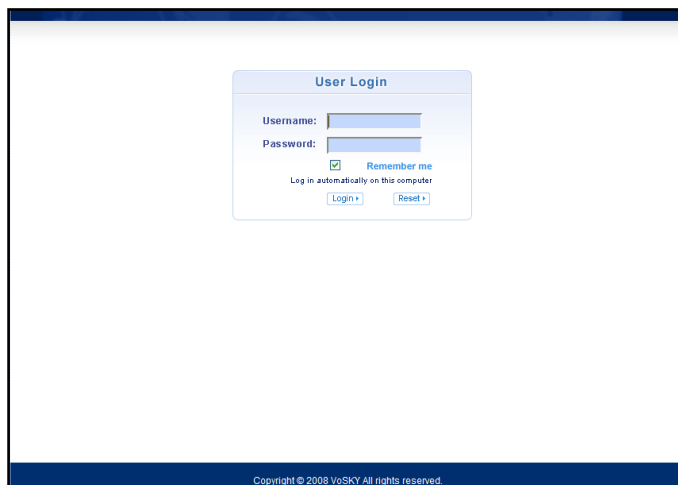
The administrator can restore data from the backup files. Select the data you want to restore and click **Browse** to select the corresponding file from your PC. Click **RESTORE** to restore the data.

 **Note:** Once you have modified the Dialing Scheme, if you want to run a restore procedure, make sure the format of Speed-dial key in phonebook and PIN for your user accounts is in accordance with that of the current Dialing Scheme. If not, restoration of the data may not be successful.



3.4 Normal User

As a normal user, you can enter the IP address of Exchange Pro VISIP-EX Server in the Address bar of a web browser. (For example: If the IP address of Exchange Pro VISIP-EX Server is 192.168.1.126, enter <http://192.168.1.126:8080> in the Address bar.) In the login page, enter your Username and Password to login to the Exchange Pro VISIP-EX Web Console.



The Public Contacts screen appears after you login to the Exchange Pro VISIP-EX Web Console. You can view all the Public Contacts but cannot modify them.



3.4.1 Adding Private Contact

Click **Private Contacts** in the Public Contacts screen to open the **Private Contacts** page. Click **Add Contact** as shown below:



Add a private contact in the Add Contact screen. The “Speed-Dial Key” and “Skype ID/Phone” fields must have an entry. In the Skype ID/Phone field, you can enter a Skype ID or a telephone number using the SkypeOut format. The rest of the fields are optional.



Note: If you want to add a telephone number as a contact, enter it using the SkypeOut format in the Skype ID/Phone field: **00 + country code + area code + telephone number** or **00 + country code + cell phone number**.

When finished, click **Save** to save the new contact. Click **Save & Next** to save the new contact and add an additional new contact.

3.4.2 Modifying a User Profile

Click **Profile** on the left to generate the “User Profile” screen. The Username and PIN fields are read-only; the others are optional entries. The default SkypeOut password is the same as PIN. When finished, click **Save** to save the new settings.

The screenshot shows the VoSKY Exchange Pro VISIP-EX interface. On the left is a sidebar with a 'Profile' button highlighted. The main area is titled 'User Profile' and contains a form with the following fields:

* Username:	wang
* Password:	****
* Confirm Password:	****
PIN:	22
Allow to Dial SkypeOut	Yes
SkypeOut Password	22
Nickname:	
Ext. No.:	112 <input type="checkbox"/> Same as PIN
Cell Phone No.:	
Skype ID:	

At the bottom of the form are 'Save' and 'Cancel' buttons. The footer of the application window reads 'Copyright © 2008 VoSKY All rights reserved.'

4. Dialing Scheme

After finishing the above settings, you can make calls with Exchange Pro VISIP-EX. This section outlines, and provides examples, of all the different dialing schemes available with the Exchange Pro VISIP-EX.

Before making calls, please make sure your SIP Trunk status is “Waiting”, to ensure that IP-PBX has connected to Exchange Pro VISIP-EX.

4.1 Making Skype Calls

Before you make a Skype call, get the SIP Trunk number from the administrator.

4.1.1 Dialing the speed-dial key under public contact

Scheme: SIP trunk number ► speed-dial key

1. Pick up your SIP phone and dial the SIP trunk number.
2. You will hear a dial tone.
3. Dial the **speed-dial key** of the public contact.



Example:

- a. The speed dial key in the Public Contacts is “23”, SIP trunk number is “9”.
- b. Pick up your handset, dial 9 ► 23.

4.1.2 Dialing the speed-dial key under private contact

Scheme: SIP trunk number ► PIN + speed-dial key

1. Pick up your SIP phone and dial the SIP trunk number.
2. You will hear a dial tone.
3. Dial the PIN, then speed-dial key of the private contact you would like to reach.



Example:

- a. Your SIP trunk number is “9”, PIN is assigned “12”, the speed dial key in the Private Contacts is “23”.
- b. Pick up your handset, dial 9 ► 12- 23.

4.2 Making SkypeOut Calls

There are two ways to make SkypeOut calls, VoSKY smart dialing and regular dialing. Users can only make SkypeOut calls during the time when they are allowed to call (as configured by the administrator).



Warning: Before making a SkypeOut call, make sure the administrator has purchased Skype credit for all the Skype accounts on Exchange Pro VISIP-EX.

4.2.1 VoSKY Smart Dialing

The Exchange Pro VISIP-EX is equipped with a VoSKY Smart Dialing feature for SkypeOut calls. Prior to using this feature, make sure VoSKY Smart Dialing is enabled and you have selected a default country/region as shown below:

Additionally, make sure to check the options “Allow SkypeOut direct dial” and “Allow SkypeOut direct dial with PIN” under **Yes**, and the option “Allow SkypeOut direct dial with PIN” under **No** allow users to dial SkypeOut by dialing a SkypeOut number as shown below:

You are now ready to use VoSKY Smart Dialing for SkypeOut calls. When you want to dial the designated country, dial the following: **0 + area code + phone number/cell phone number** (0 represents the country code on the Exchange). For all other international SkypeOut calls, dial the following: **00 + country code + area code + phone number/cell phone number**.

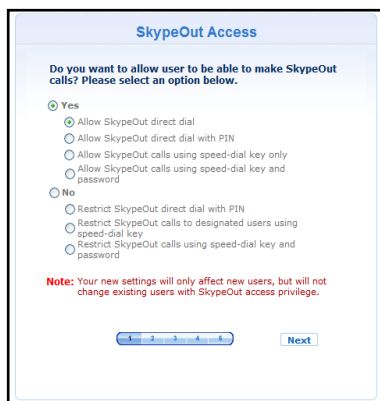
The following shows how to use VoSKY smart dialing in USA:

1. Dialing a SkypeOut number using VoSKY Smart Dialing:
 - i. Set VoSKY Smart Dialing to USA (default country is USA)
 - ii. The destination is New York (area code 212), phone number is 54xxx10, and the SIP trunk number is 9

- iii. Pick up your handset and dial 9 ► 0 - 212 - 54xxx10
2. Dialing all other international SkypeOut numbers:
 - i. Set VoSKY Smart Dialing to USA (default country is USA)
 - ii. The destination is China (country code 86) Shanghai (area code 21), phone number is 58xxx210, and the SIP trunk number is 9
 - iii. Pick up your handset, and dial 9 ► 00 - 86 - 21-58xxx210

If you enable VoSKY Smart Dialing and select the country/region as USA, refer to the examples below when choosing your preferred SkypeOut Access policy:

- Allow SkypeOut direct dial



- i. You want to call New York (area code 212) to the phone number 54xxx10
- ii. The SIP trunk number is 9
- iii. Pick up your handset, dial 9 ► 0 - 212 - 54xxx10

- Allow SkypeOut direct dial with PIN

- You want to call New York (area code is 212) to the phone number 54xxx10
- Your assigned PIN 12 and you are allowed to dial SkypeOut
- The SIP trunk number is 9
- Pick up your handset and dial 9 ► 12 - 0 - 212 - 54xxx10

- Restrict SkypeOut direct dial with PIN

- You want to call New York (area code 212) to the phone number 54xxx10
- Your assigned PIN is 12 and you are allowed to dial SkypeOut
- The SIP trunk number is 9
- Pick up your handset and dial 9 ► 12 - 0 - 212 - 54xxx10

4.2.1.1 Special SkypeOut Smart Dialing

This option is for special SkypeOut service use. For more details, please consult the reseller in your region.

4.2.2 Regular Dialing

If you disable VoSKY Smart Dialing, refer to the examples below when choosing your preferred Skype Access policy:

	SkypeOut number directly	PIN + SkypeOut number	PIN + Private Speed-dial key	PIN + Private Speed- dial key + * + password	Public Speed-Dial key
Allow SkypeOut direct dial	✓	X	✓	✓	✓
Allow SkypeOut direct dial with PIN	X	✓	✓	✓	✓
Allow SkypeOut calls using speed-dial key only	X	X	✓	✓	✓
Allow SkypeOut calls using speed-dial key and password	X	X	X	✓	✓
Restrict SkypeOut direct dial with PIN	X	✓	✓	✓	✓
Restrict SkypeOut calls to designated users using speed-dial key	X	X	✓	✓	✓
Restrict SkypeOut calls using speed- dial key and password	X	X	X	✓	✓

4.2.2.1 SkypeOut Direct Dial

Scheme: SIP trunk number ► SkypeOut number

1. Pick up your SIP phone and dial the SIP trunk number.
2. You will hear a dial tone.
3. Dial the SkypeOut number (00 + country code + area code + phone number/cell phone number).



Example:

- i. The SIP trunk number is 9
- ii. You want to call New York (area code 212) to the phone number 54xxx10
- iii. Pick up your handset and dial 9 ► 00 - 1 - 212 - 54xxx10

4.2.2.2 SkypeOut Direct Dial with PIN

Scheme: SIP trunk number ► PIN + SkypeOut number

1. Pick up your SIP phone and dial the SIP trunk number.
2. You will hear a dial tone.
3. Dial the PIN, then SkypeOut number (00 + country code + area code + phone number).



Example:

- i. The SIP trunk number is 9, your assigned PIN is 12
- ii. You want to call New York (area code 212) to the phone number 54xxx10
- iii. Pick up your handset and dial 9 ► 12 - 00 - 1 - 212 - 54xxx10

4.2.2.3 SkypeOut Call Using Speed-Dial Key

Scheme: SIP trunk number ► public speed-dial key/ PIN + private speed-dial key

1. Pick up your SIP phone and dial the SIP trunk number.
2. You will hear a dial tone.
3. For the speed dial keys in Public Contacts, dial the speed dial key. For the speed dial keys in Private Contacts, dial PIN + speed dial key.



Example:

1. Dialing the speed-dial key under public contact
 - i. The SIP trunk number is 9
 - ii. The speed dial key attached with a SkypeOut number "00121254xxx10" in the Public Contacts is "23"
 - iii. Pick up your handset and dial 9 ► 23
2. Dialing the speed-dial key under private contact
 - i. The SIP trunk number is 9, your assigned PIN is 12
 - ii. The speed dial key attached with a SkypeOut number "00121254xxx10" in the Private Contacts is "55",
 - iii. Pick up your handset and dial 9 ► 12 - 55

4.2.2.4 SkypeOut Call Using Speed-Dial Key and Password

Scheme: SIP trunk number ► public speed-dial key/ PIN + private speed-dial key + * + password

1. Pick up your SIP phone and dial the SIP trunk number.
2. You will hear a dial tone.
3. For the speed dial keys in Public Contacts, dial the speed dial key. For the speed dial keys in Private Contacts, dial PIN + speed dial key + * +password.



Example:

1. **Dialing the speed-dial key under public contact**
 - i. The SIP trunk number is 9
 - ii. The speed dial key attached with a SkypeOut number "00121254xxx10" in the Public Contacts is "23"
 - iii. Pick up your handset and dial 9 ► 23
2. **Dialing the speed-dial key under private contact**
 - i. The SIP trunk number is 9, your assigned PIN is 12
 - ii. Your password is 21
 - iii. The speed dial key attached with a SkypeOut number "00121254xxx10" in the Private Contacts is "55"
 - iv. Pick up your handset and dial 9 ► 12 - 55 - * - 21

4.3 Receiving Skype Calls

Incoming Skype calls to your office phone extension through Exchange Pro VISIP-EX will ring the phone normally, just like any other type of call. Just pick up the phone to answer the call and begin the conversation.


4.4 Allowing Skype Users to Call Exchange Pro VISIP-EX

Skype users can call Exchange Pro VISIP-EX from Skype and then dial an office extension through Exchange Pro VISIP-EX. To do this, follow the steps below:

1. Inform the Skype User of the Exchange Pro VISIP-EX Company Skype ID.
2. If you are calling from Skype 2.5, when you dial the Company SkypeID and it is busy, Exchange Pro VISIP-EX will assign a free line to callback and you simply answer this call. If you are calling from Skype 3.0 or above, when you dial the Company SkypeID and it is busy, Exchange Pro VISIP-EX will transfer the call to a free line automatically. If all lines of Exchange Pro VISIP-EX are busy, the call will be dropped and you will receive a Skype IM.
3. If the line is not busy, Exchange Pro VISIP-EX will make a connection with the caller. After the voice prompt, the caller needs to input callee's extension number using the Skype dial pad.

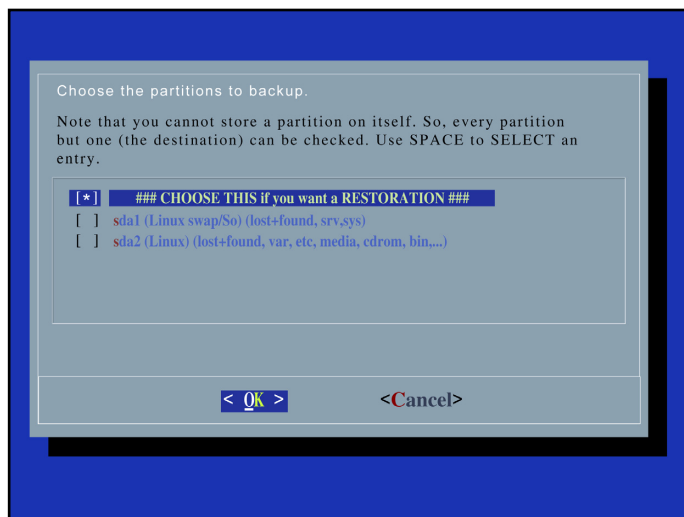
5. Disaster Recovery

Disaster Recovery restores your hard drive to the operating state it was in when you purchased the Exchange Pro VISIP-EX. Recovery permanently deletes all data on the hard drive and removes any applications installed after you received the computer. Use Recovery only if System Restore does not resolve your operating system problem.

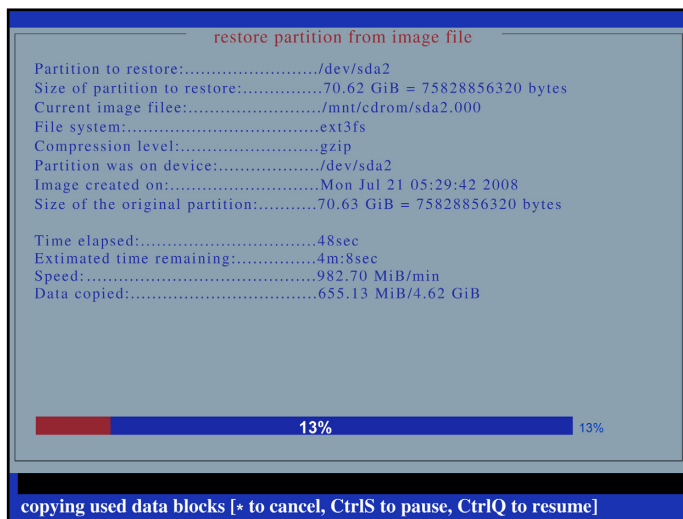
 **Note:** Using Recovery permanently deletes all data on the hard drive and removes any application programs or drivers installed after you received your computer. If possible, back up the data before using Recovery.

To use Recovery:

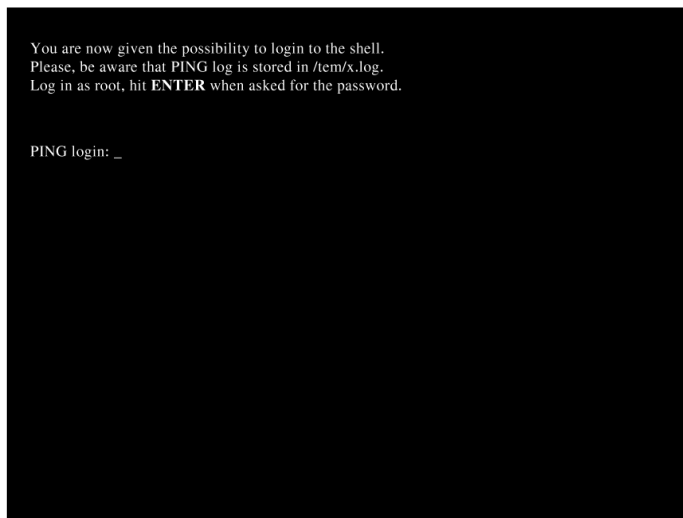
1. Insert the Recovery DVD
2. Restart the computer.
3. The System Restore screen appears, use arrow keys to move to **“###CHOOSE THIS if you want a RESTORATION ###”**, press <Space> key to select, then press <Enter> key to continue.



4. The restore process takes approximately 5-10 minutes.



5. When the screen below appears, pressing <Ctrl>, <Alt>, and <Delete> keys to restart the system.



6. The computer is restored to its original operating state, the screens that appear are the same ones that appeared the first time the computer was turned on.

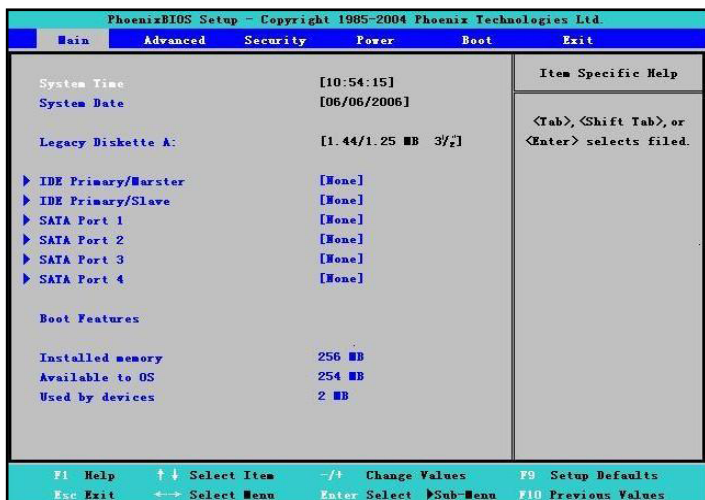
Appendix A Setting up the BIOS

Power on the computer and the system will start the POST (Power On Self Test) process. When the system prompts you, press <F2> key to enter Setup.

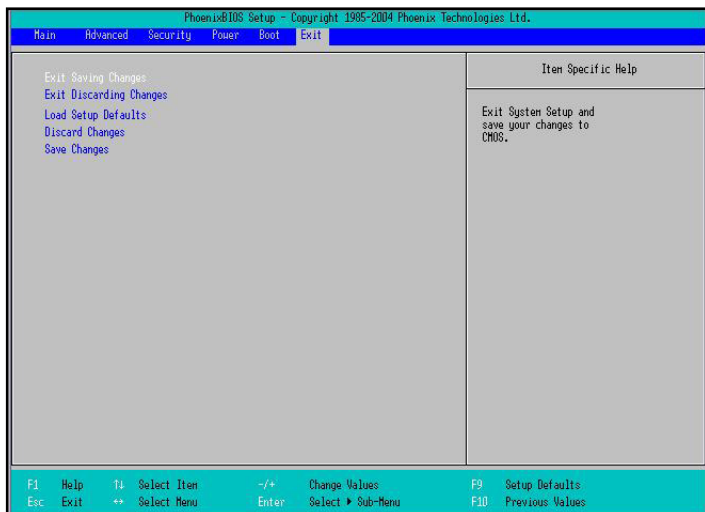
If the message disappears before you respond and you still wish to enter Setup, restart the system by turning it OFF and On or pressing the RESET button. You may also restart the system by simultaneously pressing <Ctrl>, <Alt>, and <Delete> keys.

Key	Function
<F1> or <Alt-H>	General Help window
<Esc>	Exit this menu
↔ arrow keys	Select a different menu
↑ or ↓ arrow keys	Move cursor up and down
<Home> or <End>	Move cursor to top or bottom of window
<PgUp> or <PgDn>	Move cursor to next or previous page
<F5> or <->	Select the previous value for the field
<F6> or <+> or <Space>	Select the next value for the field
<F9>	Load the default configuration values for this menu
<F10>	Save and exit
<Enter>	Execute command or enter submenu

Once you enter **PhoenixBIOS Setup** utility, the Main Menu will appear on the screen. Use the arrow keys to move among the items and menus, and make changes to the settings.

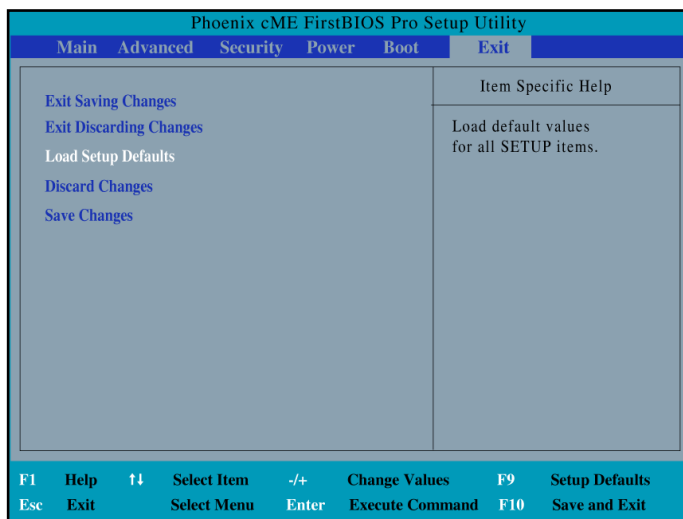


Use the arrow keys to move to the **Exit** menu. Note that <Esc> does not exit this menu. You must select one of the items from the menu or menu bar to exit.

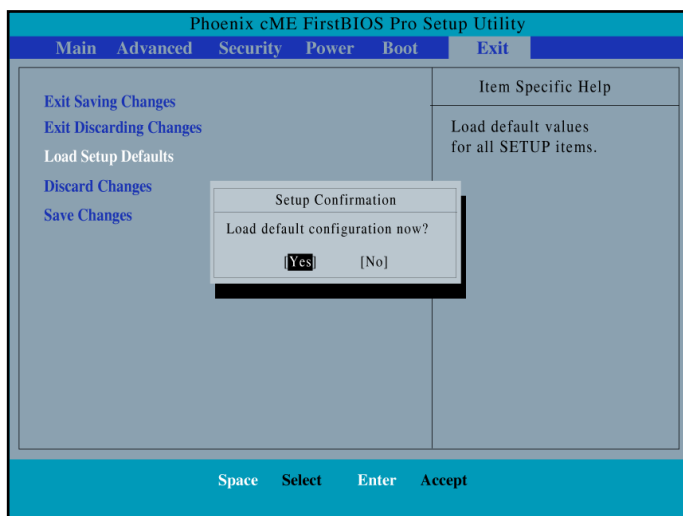


Load Setup Defaults

The option allows users to restore all of the BIOS settings to the Optimal Defaults. The Setup Defaults are the default values set by the mainboard manufacturer specifically for the optimized performance of the mainboard.



When you select **Load Setup Defaults**, the message below will appear on the screen:

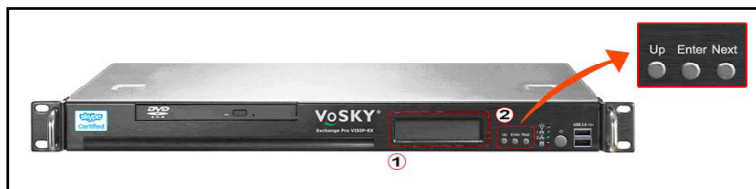


Select **Yes** and press Enter to load to the default settings.

Appendix B LCD Panel Operations

The Exchange Pro VISIP-EX comes equipped with a LCD control panel. No open computer operating system can get access to the computer and the Exchange Pro VISIP-EX ports' status as long as the three buttons have been pressed simultaneously.

Using LCD Control Panel



1. LCD

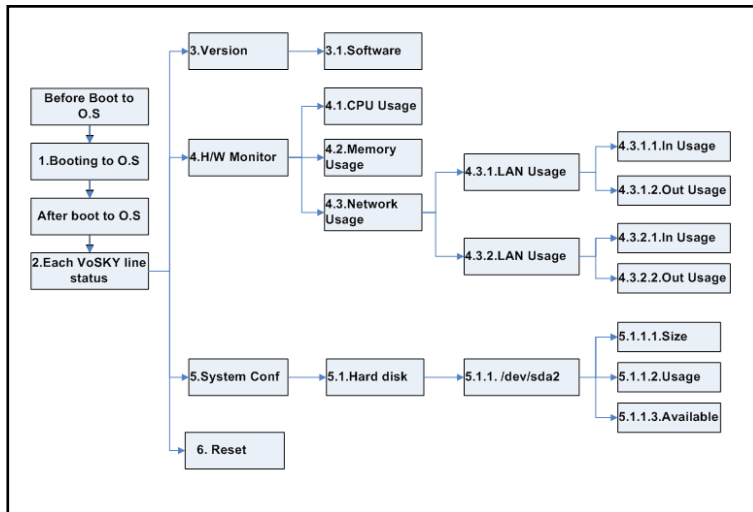
2. Control Panel

- Up: Go to the previous selection.
- Enter: Execute the command.
- Next: Go to the next selection.

The following table explains other LCD controls.

Turn on the backlight	Press any button
Choose a menu item	Press Enter
Go to the previous selection	Press Up
Go to the next selection	Press Next
View the details of the current status	Press Enter

LCD Process Flow Chart:



1. Booting

- Before booting to the operating system, the status of BIOS is shown.
- During operating system boot:

Function	Description	Parameter
Booting	Booting to operating system	None

Example:

				V	O	S	K	Y				
			B	O	O	T	I	N	G			

2. Line Status

- After operating system boot up, the following information will display.

W	e	l	c	o	m	e		t	o		V	o	S	K	Y
---	---	---	---	---	---	---	--	---	---	--	---	---	---	---	---

- After pressing Next button, VoSKY line status is displayed.

Function	Description	Parameter
Line Information	Shows each line's status on the Exchange Pro VISIP-EX	##### "O" means the line is ready and active. "X" means the line is unavailable. "B" means the line is busy. ">" means next.

Example:

			1	2	3	4	5	6	7	8	9	T		1	/	3
			O	O	B	O	X	B	O	O	O	O				>

			1	2	3	4	5	6	7	8	9	T		2	/	3
			O	O	B	O	X	B	O	O	O	O		^		>

			1	2	3	4	5	6	7	8	9	T		3	/	3
			O	O	B	O	X	B	O	O	O	O		^		>

If users don't press the **Up**, **Enter**, **Next** buttons simultaneously within 10 seconds, this information will remain displayed.

3. Version

Example:

V	e	r	s	i	o	n							1	/	3
													^	!	>

3.1 Software

Function	Description	Parameter
Software version:	Shows the software version of Exchange Pro VISIP-EX	V #.#.# “#” means the version number “^” means to go to the previous selection “>” means to go to the next selection

Example:

		S	o	f	t	w	a	r	e				1	/	1
v	1	.	0	.	0	.	1						^		>

4. H/W Monitor

Example:

	H	/	W		M	o	n	i	t	o	r		2	/	3
													^	!	>

4.1 CPU Usage

Function	Description	Parameter
CPU Usage	The CPU usage of the system.	### % “#” means the CPU usage “^” means to go to the previous selection “>” means to go to the next selection “!” means more information

Example:

		C	P	U		U	s	a	g	e			1	/	3
				1	0	0	%						^		>

4.2 Memory Usage

Function	Description	Parameter
Memory Usage	The memory usage of the system.	### % “#” means the CPU temperature “^” means to go to the previous selection “>” means to go to the next selection

Example:

M	e	m	o	r	y		U	s	a	g	e		2	/	3
						7	0	%					^		>

4.3 Network Usage

Function	Description	Parameter
Network Usage	The network load of the Network Interface Card (NIC)	### KB “#” means the load on the NIC “^” means to go to the previous selection “>” means to go to the next selection “!” means more information

Example:

N	e	t	w	o	r	k		U	s	a	g	e	3	/	3
		0	.	3	8	K	B						^	!	>

Example: (The usage of NIC 1)

	L	A	N	1		U	s	a	g	e			1	/	2
		0	.	1	8	K	B						^	!	>

Example: (The usage of NIC 2)

	L	A	N	2		U	s	a	g	e			2	/	2
		0	.	0	6	K	B						^	!	>

Example: (The received data size)

	I	n		U	s	a	g	e					1	/	2
	(I	n)	0	.	3	1	K	B			^		>

Example: (The transmitted data size)

	O	u	t		U	s	a	g	e				2	/	2
	(O	u	t)	0	.	1	1	K	B		^		>

5. System Conf

Function	Description	Parameter
Displays the information of the local hard disk	Displays the information of the local hard disk (available size, used size and total size)	### “#” means a number. “^” means to go to the previous selection. “>” means to go to the next selection. “!” means more information

Local Hard Disk Information:

	H	a	r	d		d	i	s	k	:		1	/	1
				l	n	f	o					^	!	

Example:

/	d	e	v	/	s	d	a	2	:				1	/	1
	6	3	8	5	6	M	B						^		>

Size (The total size of the local hard disk)

S	i	z	e	:								1	/	3
	7	1	1	8	1	M	B					^		>

Usage (The used size of the local hard disk)

U	s	a	g	e	:							2	/	3
		3	7	0	8	M	B					^		>

Available (The available size of the local hard disk)

A	v	a	i	l	a	b	l	e	:			3	/	3
	6	3	8	5	6	M	B					^		>

6. Reset

Function	Description	Parameter
Reset the password of administrator in Exchange Pro VISIP-EX Web Console	Reset the password of administrator in Exchange Pro VISIP-EX Web Console to "password"	"!" means more information "^" means to go to the previous selection. ">" means to go to the next selection.

Example:

R	e	s	e	t									1	/	1
													^	!	>

R	e	s	e	t		c	o	m	p	l	e	t	e	d		1	/	1
																	^	>

Appendix C Glossary of Terms

The following is a list of terms in this document:

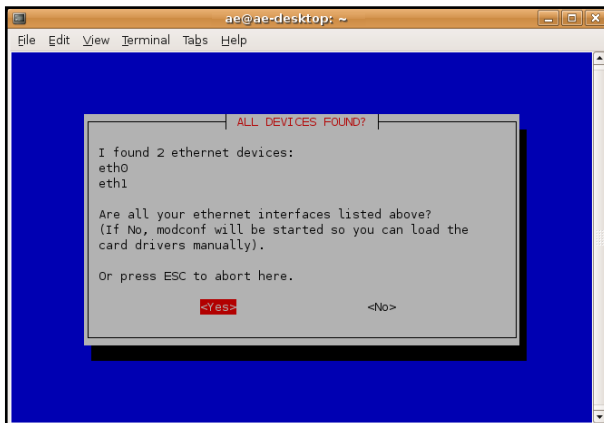
Term	Description
Administrator	The person in an organization who is responsible for activities such as setting up new hardware and software, allocating users, setting up phonebook, performing backups, monitoring ports' status, and managing Exchange Pro VISIP-EX.
Administrator account	A user name and password that has administrator-level privileges to login the Exchange Pro VISIP-EX Web Console. Default user name-admin, default password-password.
Default	A value that pre-populates a field in the Exchange Pro VISIP-EX Console. A default value represents a logical choice and is provided for convenience. Use default values as pre-set by VoSKY or customize them as required.
Local	The term "local" refers to a computer on which you are directly installing or running Exchange Pro VISIP-EX, as opposed to a "remote" computer which is physically distant and/or connected to your computer through a network.
Busy Tone	Low-pitched tone interrupted sixty times per minute. This tone indicates that the called station is off-hook or busy.
Dial tone	A constant high-pitched tone indicating that the system is ready to process your call. Users typically listen for this tone before dialing phone numbers.
DTMF (Dual Tone Multi-Frequency)	Also known as Touch Tone or Tone Dialing, is used for telephone signaling over the line in the voice frequency band to the call switching center. Today DTMF is used for most call setup between telephone set and the telephone switch.
Off-hook	The handset is removed from the cradle or you are in conversation.
On-hook	The handset is in the cradle.
IP-PBX	An IP-PBX is a business telephone system designed to deliver voice over a data network and interoperate with the normal Public Switched Telephone Network.

VoIP (Voice over Internet Protocol)	A category of hardware and software that enables people to use the Internet as the transmission medium for telephone calls by sending voice data in packets using IP rather than by traditional circuit transmission of the PSTN.
IP address	An IP address (Internet Protocol address) is a unique address that certain electronic devices use in order to identify and communicate with each other on a computer network utilizing the Internet Protocol standard.
Public Contact	A contact list created and managed by the administrator. All users can view and call contacts entered in this list.
Private Contact	Created and managed by a normal user. Only the user can make a call to his/her private contact.
VoSKY Smart Dialing	With VoSKY Smart Dialing, the user can make SkypeOut calls without dialing the country code if he has set it as default.
Channel	A generic term for an individual data stream. Service providers can use multiplexing techniques to transmit multiple channels over a common medium.
Codec	A codec is a device or program capable of encoding and/or decoding a digital data stream or signal.
Linux	A robust, feature-packed open source operating system based on UNIX that remains freely available on the internet. It boasts dependability and offers a wide range of compatibility with hardware and software.
RTP (Real-time Transport Protocol)	The Real-time Transport Protocol defines a standardized packet format for delivering audio and video over the Internet.
SIP (Session Initiation Protocol)	SIP is a signaling protocol, widely used for setting up and tearing down multimedia communication sessions such as voice and video calls over the Internet. Other feasible application examples include video conferencing, streaming multimedia distribution, instant messaging, presence information and online games.
SIP Trunk	SIP Trunking is the de facto standard for VoIP applications. A SIP Trunk is primarily a concurrent call that is routed over the IP backbone of a carrier using VoIP technology. SIP Trunks are used in conjunction with an IP-PBX and are thought of as replacements for traditional PRI or analog circuits.
Company Skype ID	The Company Skype ID is used as the primary Skype contact to be called by remote Skype users into your Exchange to reach your phone system.

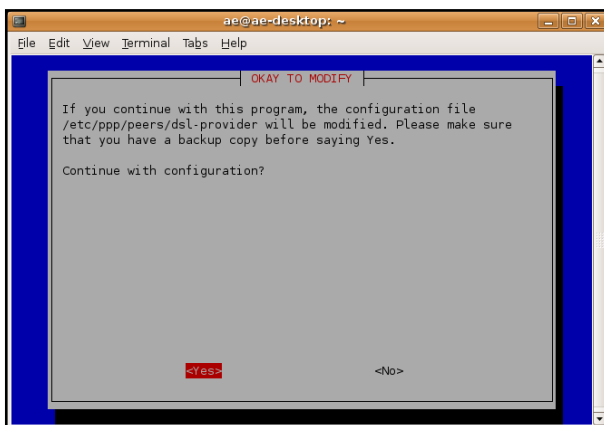
Appendix D PPPoE Connection

If the Exchange Pro VISIP-EX connects to the Internet through ADSL, you need to create a PPPoE client connection. Please follow these steps:

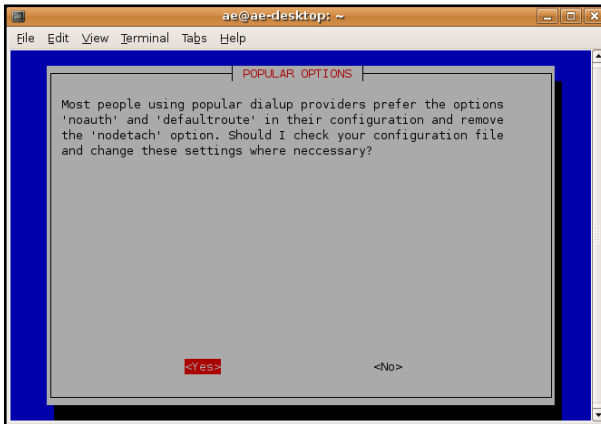
1. Open the Terminal, and type *sudo pppoeconf*, the following window appears. Select **<Yes>** and press the **Enter** key to continue.



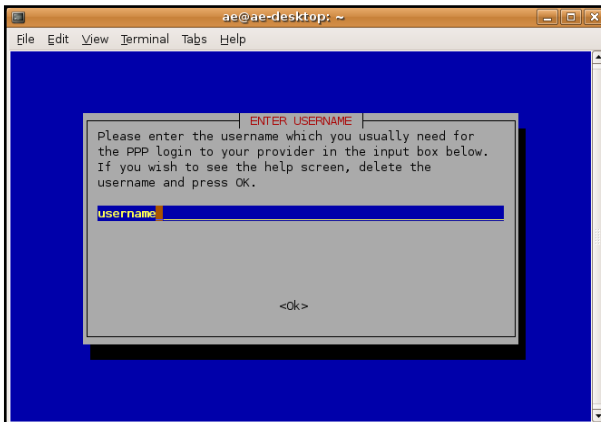
2. Use the arrow keys to move to **<Yes>**, then press the **Enter** key to continue.



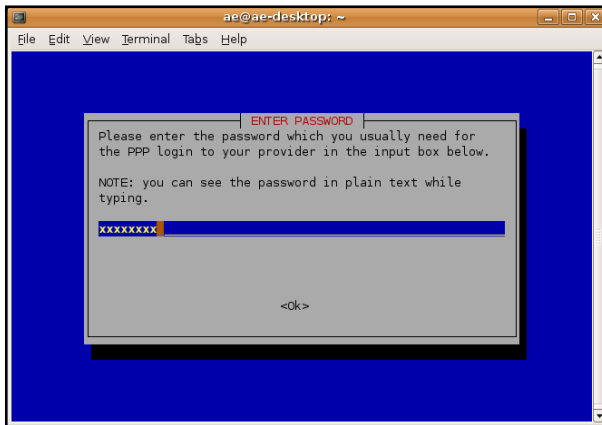
3. Use the arrow keys to move to **<Yes>**, then press the **Enter** key to continue.



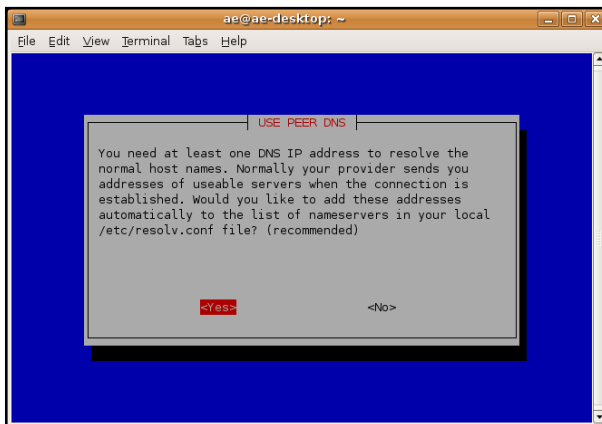
4. Type the username that the ISP provided. Press the **Enter** key to continue.



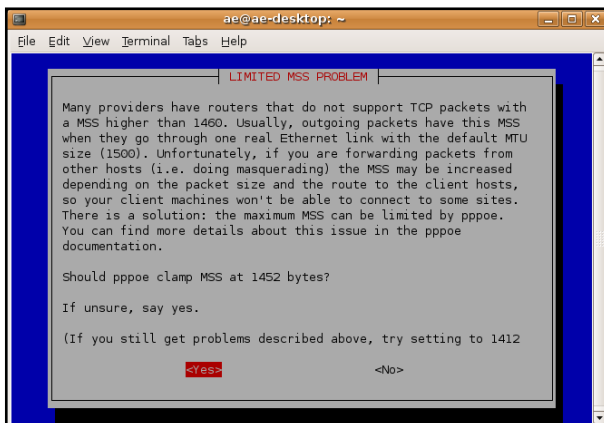
5. Type the password that the ISP provided. Press the **Enter** key to continue.



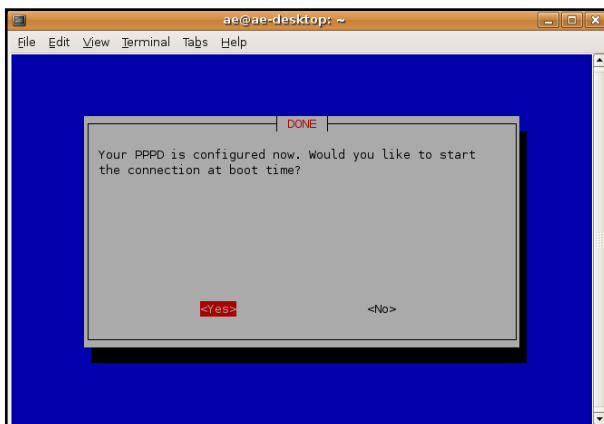
6. Press the **Enter** key to continue.



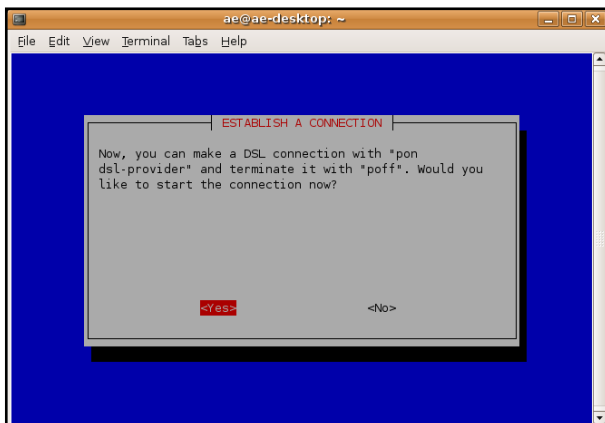
7. Use the arrow keys to move to **<Yes>**, then press the **Enter** key to continue.



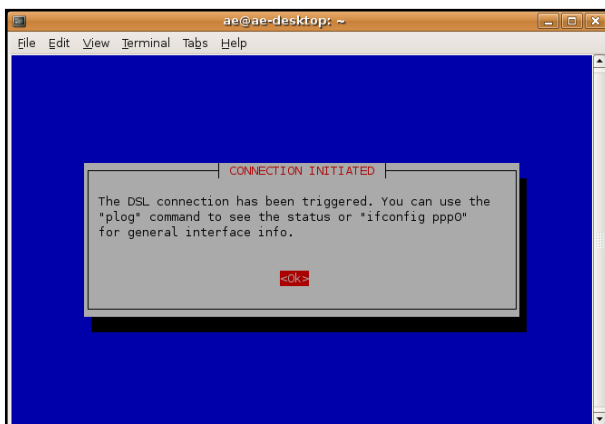
8. The configuration is done. We recommend you start the connection at boot time. Use the arrow keys to move to **<Yes>**, then press the **Enter** key to continue.



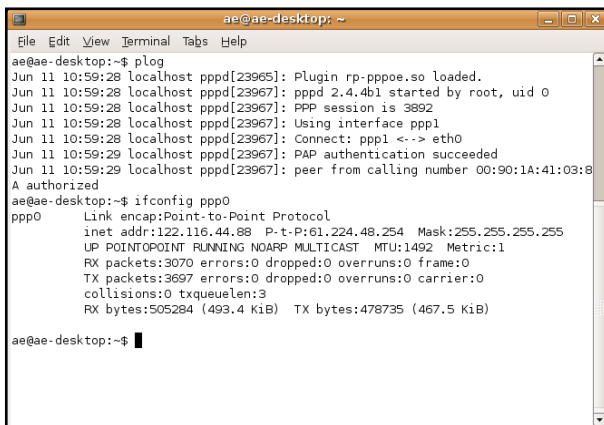
9. We recommend you start the connection now. Use the arrow keys to move to **<Yes>**, then press the **Enter** key to continue.



10. Press the **Enter** key to finish the wizard.



11. Type *plog* and *ifconfig ppp0* from a Terminal window to view the PPPoE connections.



```
ae@ae-desktop: ~  
File Edit View Terminal Tabs Help  
ae@ae-desktop:~$ plog  
Jun 11 10:59:28 localhost pppd[23965]: Plugin rp-pppoe.so loaded.  
Jun 11 10:59:28 localhost pppd[23967]: pppd 2.4.4b1 started by root, uid 0  
Jun 11 10:59:28 localhost pppd[23967]: PPP session is 3892  
Jun 11 10:59:28 localhost pppd[23967]: Using interface ppp1  
Jun 11 10:59:28 localhost pppd[23967]: Connect: ppp1 <-> eth0  
Jun 11 10:59:29 localhost pppd[23967]: PAP authentication succeeded  
Jun 11 10:59:29 localhost pppd[23967]: peer from calling number 00:90:1A:41:03:8  
A authorized  
ae@ae-desktop:~$ ifconfig ppp0  
ppp0      Link encap:Point-to-Point Protocol  
          inet addr:122.116.44.88  P-t-P:61.224.48.254  Mask:255.255.255.255  
          UP POINTOPOINT RUNNING NOARP MULTICAST  MTU:1492  Metric:1  
          RX packets:3070 errors:0 dropped:0 overruns:0 frame:0  
          TX packets:3697 errors:0 dropped:0 overruns:0 carrier:0  
          collisions:0 txqueuelen:3  
          RX bytes:505284 (493.4 KiB)  TX bytes:478735 (467.5 KiB)  
  
ae@ae-desktop:~$
```

Appendix E FAQ

Skype Issue

1. What is the bandwidth for each Skype Call ?

The bandwidth of a Skype call depends on the Internet access bandwidth and computer's CPU performance of both sides of the conversation. According to statistics provided by the official website of Skype, each Skype Call needs an average bandwidth of 3Kb/s -16Kb/s (go to <http://www.skype.com/help/faq/technical.html> for more information).

2. What is SkypeOut ?

SkypeOut allows you to place calls to regular telephones (landlines or mobiles) all over the world for a low fee. Most countries/regions have offered the SkypeOut services so far (go to http://www.skype.com/products/skypeout/rates/all_rates.html for more information).

3. What is SkypeIn ?

SkypeIn offers you a regular phone number. Thus, your contacts can call your Skype account using a regular phone. A handful of countries/regions have offered the SkypeOut services so far (go to http://www.skype.com/products/skypeout/rates/all_rates.html for more information).

4. How many Skype accounts are needed for VoSKY Exchange Pro VISIP-EX ?

You need 18 Skype accounts for Exchange Pro VISIP-EX. We recommend creating Skype IDs using a sequential naming convention, such as: Company Name1, Company Name2, Company Name3, Company Name4...Company Name18. The Skype ID "Company Name1" will be used as the Company Skype ID.

VoSKY Exchange Pro VISIP-EX Issue

1. Why can't I call my Skype contacts from the SIP extension?

Before you start using the Exchange Pro VISIP-EX, login to the Web Console to configure your phonebook and add your Skype contacts and speed dial keys.

2. Why can't I make SkypeOut call from the SIP extension?

- Skype account does not have Skype credit
- Using incorrect SkypeOut format, the correct SkypeOut format: 00 + country code + area code + phone number / mobile phone number
- The administrator forbids SkypeOut

3. Why do all the employees and speed dial keys get deleted after the administrator reconfigures the speed dial key format?

Before you reconfigure the speed dial key format, back up all your data because this operation will delete all employees and speed dial keys.

4. Why doesn't the IP-PBX register to the Exchange Pro VISIP-EX?

Please refer to section 2.2 – “Configuring the IP-PBX”.

5. If the IP-PBX doesn't have an Auto-Attendant, can I connect it to the VISIP-EX?

No.

Appendix F Limited Warranty

THE EXCHANGE VI PRODUCT LINE HAS COMBINED THE SERVER CAPABILITY INTO THIS UPGRADE VERSION OF EXCHANGE SERIES. THIS EXCHANGE VI PRODUCT IS CONFIGURED TO WORK WITH THE CURRENT SKYPE COMMUNICATIONS, S.A. ("SKYPE") SERVICE AT THE DATE OF SHIPMENT. NOTWITHSTANDING ANYTHING TO THE CONTRARY HEREIN, VOSKY WILL HAVE NO LIABILITY IF ANY FEATURE OR UTILITY OF EXCHANGE FAILS TO PERFORM IN SUBSTANTIAL CONFORMANCE TO THE APPLICABLE SPECIFICATIONS BECAUSE OF ANY CHANGES MADE BY SKYPE TO ITS PROGRAM OR SERVICES. IF THIS DISCLAIMER IS NOT ACCEPTABLE TO YOU, PLEASE RETURN THE PRODUCT IN ITS ORIGINAL BOX TO YOUR POINT OF PURCHASE WITHIN FIFTEEN (15) DAYS OF PURCHASE TO OBTAIN A REFUND. IN NO EVENT SHALL THE FOREGOING BE DEEMED TO EXPAND ANY WARRANTY OR LIMIT ANY DISCLAIMER CONTAINED HEREIN.

Product Operation Regulatory Requirements:

1. Using any unauthorized softwares, hardwares, and/or any improper operation that will impact the normal functioning of the Exchange are prohibit.
2. The warranty is invalid if the manufacture warranty sticker (serial number) has been altered or removed from the product.
3. Extended Hardware Warranty and Software Maintenance is available. For more information, please visit www.vosky.com.

Hardware: VoSKY, warrants to the end user ("Customer") that this hardware product will be free from defects in workmanship and materials, under normal use and service, for twelve (12) months from the date of purchase (US) or twenty-four (24) months from the date of purchase (Europe) from VoSKY, or its authorized reseller. VoSKY's sole obligation under this express warranty shall be, at VoSKY's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the

two foregoing options is reasonably available, VoSKY may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of VoSKY. Replacement products may be new or reconditioned. VoSKY warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

Software: VoSKY warrants to Customer that each software program licensed from it will perform in substantial conformance to its program specifications, for a period of ninety (90) days from the date of purchase from VoSKY or its authorized reseller. VoSKY warrants the media containing software against failure during the warranty period. The only updates that will be provided are at the sole discretion of VoSKY and will only be available for download at the VoSKY Web site, www.vosky.com. VoSKY's sole obligation under this express warranty shall be, at VoSKY's option and expense, to refund the purchase price paid by Customer for any defective software product, or to replace any defective media with software which substantially conforms to applicable VoSKY published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. VoSKY makes no warranty or representation that its software products will meet Customer's requirements or work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected. For any third-party products listed in the VoSKY software product documentation or specifications as being compatible, VoSKY will make reasonable efforts to provide compatibility, except where the non-compatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with VoSKY published specifications or user guide.

THIS VOSKY PRODUCT MAY INCLUDE OR BE BUNDLED WITH THIRD-PARTY SOFTWARE, THE USE OF WHICH IS GOVERNED BY A SEPARATE END USER LICENSE AGREEMENT. THIS VOSKY

WARRANTY DOES NOT APPLY TO SUCH THIRDPARTY SOFTWARE. FOR THE APPLICABLE WARRANTY, PLEASE REFER TO THE END-USER LICENSE AGREEMENT GOVERNING THE USE OF SUCH SOFTWARE.

Obtaining Warranty Service: Customer may contact VoSKY Technical Support Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase from VoSKY or its authorized reseller may be required. Products returned to VoSKY must be pre-authorized by VoSKY with a Return Merchandise Authorization (RMA) number marked on the outside of the package, and sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. The repaired or replaced item will be shipped to Customer, at VoSKY's expense, not later than thirty (30) days after VoSKY receives the defective product.

VoSKY shall not be responsible for any software, firmware, information, memory data, or Customer data contained in, stored on, or integrated with any products returned to VoSKY for repair, whether under warranty or not.

WARRANTIES EXCLUSIVE: IF A VOSKY PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT VOSKY'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NONINFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. VOSKY NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

VOSKY SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT OR MALFUNCTION IN THE PRODUCT DOES NOT EXIST OR WAS CAUSED BY CUSTOMER'S OR ANY THIRD PERSON'S MISUSE, NEGLIGENCE, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPT TO OPEN, REPAIR OR MODIFY THE PRODUCT, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING, OTHER HAZARDS, OR ACTS OF GOD.



P/N : 0530-0591-000